



# **USAREUR/7A**

## **QUALITY OF LIFE**

### **BASELINE STANDARDS**

**4TH EDITION**

**November 1999 Final Draft**

***QUALITY OF SERVICE***

***AVAILABILITY OF SERVICE***

***ACCESSIBILITY OF SERVICE***

## **Foreword**

**Quality of Life (QOL) in United States Army Europe (USAREUR) has a direct impact on readiness and mission accomplishment. To be successful, our everyday living and working QOL in USAREUR must be a readiness enhancer, and not distracter.**

**The 36 QOL standards in this book describe the minimum level of support customers can expect to receive in USAREUR communities. QOL managers should use these standards as the baseline criteria for measuring and evaluating programs and services being offered at Army installations in Europe. By comparing what exists in a specific QOL program to these USAREUR approved standards, specific areas in which the QOL program needs to develop and improve can be pinpointed; these, in turn, become the base for the development of goals and objectives, both long-range and immediate.**

**Commanders at all levels should support the achievement of these standards and may supplement this level of support in order to best meet their needs. It is also important to avoid diverting funds from these important QOL programs to fund other emergent requirements.**

**In this 4th edition of the QOL standards book, we have added staffing criteria and locations of facilities, while updating the descriptions of accessibility (walking or driving times) and availability (hours of operation) and updating and expanding definitions of service quality.**

**Quality of Life is important to all of us in USAREUR and I encourage you continuously strive to achieve these standards that outline the minimum service our soldiers and families can expect in USAREUR within our available resources**

# ARMY COMMUNITY SERVICE (ACS)

## Baseline

### Accessibility

- Each BSB/operational ASG will have an ACS Center.
- ASTs/installations with total population >1000 or more than 30 minutes drive away from primary service provider.

### APF Staffing

- ACS staff of 6 for population under 4,000.
- ACS staff of 7 for pop. 4,001-7,999.
- ACS staff of 10 for pop. 8,000-12,000.
- ACS staff of 11 for pop. Over 12,000.
- ACS staff (Coordinator) of 1 for pop. over 1,000 if deployment-related requirements for each BSB ACS/annex.
- An additional AER staff of 1 for troop strength over 5,000.
- 1 additional authorization for BSBs with Exceptional Family Member Program - Heidelberg, Wuerzburg and Kaiserslautern.
- AST/Town Staffing: 1 ACS coordinator for population over 1,000 and more than 30 minutes drive from BSB and 6 ACS staff positions for population over 1,200 and more than 45 minute drive from BSB.

### Availability

- Facilities will operate a minimum of 40 hours per week.
- ACS will have 24 hour access for emergency services through the Emergency Assistance Center (EAC) or Staff Duty Office (SDO).
- Hours of operation should be flexible enough to reduce time away from training and unit mission.
- During deployment ACS will shift into a 24 hour family assistance operation if warranted.

# **ARMY COMMUNITY SERVICE (ACS)**

## **Baseline**

### **Service Quality - Program**

- **ACS resources will support level III service only after I and II are met in accordance with AR 608-1.**
- **ACS will develop a family assistance plan to address various phases of deployment, mobilization and emergencies (to include staffing augmentation).**
- **ACS will provide Family Advocacy briefings for commanders within 45 days of assuming command and individual units at least annually.**

# **ARMY COMMUNITY SERVICE CENTERS Authorized by Standards**

**6th ASG**  
**Stuttgart\***  
**Garmisch**

**22d ASG**  
**Vicenza**  
**Livorno**

**26th ASG**  
**Kaiserslautern**  
**Heidelberg**  
**Mannheim**  
**Darmstadt**  
**Babenhausen\*\***

**80th ASG**  
**Chievres (SHAPE)**  
**Schinnen**  
**NATO/Brussels**

**98th ASG**  
**Ansbach**  
**Illesheim**  
**Bamberg**  
**Kitzingen**  
**Wuerzburg**  
**Giebelstadt\*\***  
**Schweinfurt**

**100th ASG**  
**Grafenwoehr**  
**Vilseck**  
**Hohenfels**

**104th ASG**  
**Hanau**  
**Giessen**  
**Friedberg**  
**Buedingen\*\***  
**Bad Kreuznach**  
**Dexheim**  
**Baumholder**  
**Wiesbaden**

\* Increased ACS staff of 2 due to special units and/or dispersion of locations.

\*\* Authorized 1 ACS coordinator (no center)

# ARMY CONTINUING EDUCATION SYSTEM (ACES)

## Baseline

### Accessibility

- One full-service Army Education Center (AEC) for each Base Support Battalion (BSB).
- Additional facilities/classrooms known as annexes may be located 30 minutes or less driving time from the full-service AEC.
- One satellite AEC for U.S. soldier population of 750 or more if more than 30 minutes driving time to full-service AEC.

### Availability

- Full-service AECs operate 40 hours/week (admin only during SGTs Time).
- Satellites operate minimum of 8 hours/week.
- For remote locations, on-site services are provided a minimum of 8 hours/quarter.

## APF Staffing

- One remote for U.S. soldier population of less than 750 (one Education Services Officer, one Guidance Counselor, and one Educational Aide) when serving a U.S. soldier population of less than 2,935. A full-service AEC with a U.S. soldier population of 2,935 to 3,909 has four staff members, 3,910 to 4,954 - five; 4,955 to 5,689 - six; 5,690 to 7,214 - seven; and 7,215 to 8,204 - eight staff members.
- Full-service AEC staff members support satellites and remote locations.

# **ARMY CONTINUING EDUCATION SYSTEM (ACES)**

## **Baseline**

### **Service Quality - Programs**

**Provide full range of programs to include basic skills, leadership skill enhancement, host nation language, testing, and college.**

# ARMY CONTINUING EDUCATION SYSTEM

## Locations Authorized by Standards

**6th ASG**

STUTTGART (Panzer)  
Fritsch)  
Bad Aibling \*\*  
Garmisch \*\*

**22d ASG**

SCHINNEN, NL  
Livorno, IT \*\*

**26th ASG**

VICENZA, IT

Darmstadt Annex  
(Babenhausen)  
HEIDELBERG (Patton)  
Heidelberg Annex  
(Tompkins)  
MANNHEIM (Sullivan)  
Mannheim Annex  
(Coleman)  
KAISERSLAUTERN (ROB)  
Kaiserslautern Annexes  
(Kleber, Miesau)

**80th ASG**

DARMSTADT (Cambrai)  
  
SHAPE, BE  
Brussels, BE \*\*

**98th ASG**

ANSBACH (Katterbach)  
Illesheim \*  
BAMBERG (Warner)  
SCHWEINFURT (Ledward)  
Schweinfurt Annex  
(Conn)  
(Rose)  
KITZINGEN (Larson)  
Kitzingen Annexes  
(Harvey, Giebelstadt,  
Wuerzburg - Leighton)

**104th ASG**

HANAU (Pioneer)  
Hanau Annexes  
(Buedingen,  
Fliegerhorst)  
GIESSEN (Depot)  
Giessen Annex  
(Friedberg)  
BAD KREUZNACH

**100th ASG**

VILSECK (Rose)  
Vilseck Annex  
(Grafenwoehr)  
HOHENFELS (Training Area)

**Dexheim \***

WIESBADEN (Air Base)  
Wiesbaden Annex  
(Wackernheim)  
BAUMHOLDER (Smith)

\* Indicates Satellite

\*\* Indicates Remote



# **ARMY FAMILY HOUSING (AFH)**

## **Baseline**

### **e**

#### **Accessibility**

- **One Housing Office per BSB.**
- **One Housing Office per AST if > 100 sets of quarters managed and located outside 45 minutes driving time from BSB.**
- **One each Housing Annex is authorized at Rotterdam and at Volkel in The Netherlands.\***

#### **Availability**

- **95% of accompanied personnel assigned housing within 30 days of arrival.**
- **Housing Offices will be open for customer service a minimum of 35 hours per week, including lunch hours.**

## **APF Staffing**

- **3 Mgmt, 1 Budget, 1 Secretary per BSB.**
  - **2 Mgmt at AST.**
  - **Customer Service at BSB/AST:**
    - **1 per 100 population served (up to 800).**
    - **1 per each additional 150 over 800.**
    - **1 for GFOQs in 4 star areas (not in AST).**
- \*One (1) authorization per annex.**

# **ARMY FAMILY HOUSING (AFH)**

## **Baseline Service Quality - Program**

**Quarters assignment and termination services will be provided. Customers will be treated with courtesy, respect and will receive service expeditiously as possible. When available, quarters will be offered to soldiers at in-processing. Quarters cleaning will be provided at government expense upon termination of quarters assignment due to PCS.**

## **Service Quality - Facilities**

**AFH Facilities will be upgraded by 2010 to meet DOD standards outline below:.**

### **• Facilities:**

- Laundry within each unit.**
- 2 full bathrooms for quarters with 3 or more bedrooms.**
- Telephone/AFN/Cable hookups in all government quarters.**
- 110 and 220V electrical service in on-post units.**
- Adequate Neighborhood Amenities.**

### **• Housing Assignments:**

- Assign Government Controlled Quarters IAW AR 210-50 (could be more than one child per bedroom).**

### **• Amenities:**

- Modern functional appliances in each dwelling unit to include washer, dryer, dishwasher, stove/oven, refrigerator/freezer.**

# **ARMY LODGING**

## **Baseline**

### **Accessibility**

- **Army Lodging will be provided on post where possible; otherwise, travelers will be directed to leased or commercial hotels.**

### **Availability**

- **For operations with 75 or more guest rooms, customer service/reservations will be provided 24 hours a day and seven days a week.**
- **For smaller operations, customer service/reservations will be provided at least 8 hours a day with communications devices (answering machine/fax machine) available to receive after hours reservation requests.**

### **Staffing**

- **Manpower is Non-Appropriated Fund personnel, managed to budget.**

# **ARMY LODGING**

## **Baseline**

### **Service Quality - Program**

**Army Lodging facilities (guest houses and TDY) provide quality overnight accommodations to eligible patrons. Facilities should always be clean and attractive and should be properly maintained. Quality guest services combined with quality guest facilities equals quality lodging services. Reservation services should be offered 24 hours per day in larger facilities and eight hours per day in facilities with fewer than 75 rooms. Benchmark for comparison of Army Lodging facilities with commercial facilities is a mid-range Holiday Inn standard.**

- **Guest check in/out will begin within 10 minutes of arriving at the front desk.**
- **Non-availability statements are provided to all TDY personnel when space is not available.**
- **Referral services provided to local hotels.**
- **Local area information services will be provided in all rooms and visibly displayed in lobby and other common areas.**
- **Each room has telephone services, a television, radio/alarm clock, ironing board, electric coffee maker, and microwave oven that meets guest's needs.**

### **Service Quality - Facilities**

**Facilities should always be well-maintained, attractive, safe, and meet the needs of the traveler.**

- **Guest rooms must meet the guests' needs for safety, security, privacy and comfort.**
- **Guest rooms provide comforts and conveniences expected by guests to include bath, linen, and guest room supplies.**
- **Separate/secure bath facilities for each sex if not family member.**
- **When kitchenette facilities are available, they are functional and meet the guests' needs.**

# **ARMY LODGING**

## **Authorized by Standards**

**6th ASG**

**Stuttgart  
Patch  
Robinson  
Kelley  
Garmisch  
Marshall Center  
Loisach Inn**

**22d ASG**

**Vicenza  
Livorno**

**26th ASG**

**Heidelberg  
Mannheim  
Darmstadt  
Babenhausen**

**80th ASG**

**Mons (SHAPE)**

**98TH ASG**

**Ansbach  
Hanau  
Bamberg  
Schweinfurt  
Wuerzburg**

**100th ASG**

**Grafenwoehr  
  
Vilseck  
Hohenfels**

**104th ASG**

**Friedberg  
Giessen  
Bad Kreuznach  
Wiesbaden  
Baumholder**

# **ARTS AND CRAFTS**

## **Baseline**

### **Accessibility**

- **1 Arts & Crafts facility per BSB.**
- **1 Arts & Crafts facility per AST with more than 45 minutes driving time to supporting BSB facility.**

### **Availability**

- **Arts & Crafts will be open a minimum of 40 hours per week.**

### **APF Staffing**

- **1 APF supported position authorization per BSB.**
- **1 APF supported position authorization per AST more than 45 minutes driving time from BSB Arts & Crafts facility.**

# **ARTS AND CRAFTS**

## **Baseline**

### **Service Quality - Program**

**The majority of the classes will be offered during evenings and on weekends. Contracted classes will be offered on a self-supporting basis to supplement programs.**

- Life skills, such as furniture repair, picture framing and repair, woodworking, will be offered at all facilities to assist military personnel before and after PCS moves..**
- Surveys, comment cards, focus groups and similar available data will assist in the development of program and space requirements.**

# ARTS AND CRAFTS

## Authorized by Standards

**6th ASG****Stuttgart****Kelley Crafts****Patch Crafts/Gussy Goose\*****Robinson Bks Crafts\*****Garmisch****22d ASG****Vicenza****Caserma Ederle Crafts****Livorno****Tuscany Crafts****26th ASG****Heidelberg****Heidelberg Crafts****Mannheim****BFV Crafts****Darmstadt****CFK Crafts****Babenhausen****\*Babenhausen Crafts****80th ASG****Schinnen\*\*****AFCENT Crafts****Mons (SHAPE)****SHAPE Crafts\*\*****Brussels****98th ASG****Ansbach****Barton Crafts****Bamberg****Bamberg Crafts****Schweinfurt****Ledward/Craft Tree****Kitzingen****Harvey/Center****Court****Crafts****100th ASG****Grafenwoehr\*\*\*****Heart & Home Crafts****Hohenfels****Hohenfels Crafts****\* NAF Operated Facility****\*\* NATO operated****\*\*\* Grafenwoehr supports Vilseck BSB****104th ASG****Hanau****Wolfgang Crafts****Giessen****Giessen Crafts****Friedberg Crafts\*****Wiesbaden****Die Roemer Crafts****(WAB)****Baumholder****Baumholder Crafts**



# **AUTOMOTIVE SKILLS**

## **Baseline**

### **Accessibility**

- **1 Auto Skills facility per BSB with a population under 10,000.**
- **2 Auto Skills facilities per BSB with population over 10,000.**
- **1 Additional Auto Skills facility for each AST/Kaserne w/driving time more than 25 minutes.**

### **Availability**

- **Auto Skills will be open a minimum of 40 hours per week.**

## **APF Staffing**

- **1 APF authorization per BSB with population under 10,000.**
- **2 APF authorizations per BSB with population over 10,000.**
- **1 Additional APF authorization for each AST/kaserne w/driving time more than 25 minutes if facility exists.**

# **AUTOMOTIVE SKILLS**

## **Baseline**

### **Service Quality - Program**

**The majority of the classes will be offered during evenings and on weekends. Contracted classes will be offered on a self-supporting basis to supplement programs.**

- **Life skills will be offered at all facilities, to include tire changing, basic tune-up, and vehicle preventive maintenance.**
- **Minimum activities available are: oil changes, chassis lubrication, tire mounting and rotation, wheel balancing, fluid(s) replacement, wiper blade replacement, accessory installation, battery charging, filter replacement, head/tail lights replacement, belt and hose replacement.**

# **AUTOMOTIVE SKILLS**

## **Authorized by Standards**

**6th ASG****Stuttgart****Kelley Auto****Panzer Auto \*****Garmisch****Artillery Auto****22d ASG****Vicenza****Caserma Ederle Auto****Livorno****Camp Darby Auto****26th ASG****Heidelberg (2 authorized)****Tompkins Auto****Mannheim****Coleman Auto****Taylor Auto****Kaiserslautern****Pulaski Auto****Landstuhl Auto****Miesau Auto****Darmstadt****CFK Auto****Babenhausen****Babenhausen Auto****80th ASG****Schinnen****AFCENT Auto****Mons (SHAPE)****SHAPE Auto****Brussels****NATO Sup. Act. Auto****Rotterdam****98th ASG****Ansbach****Barton Auto****Illesheim****Storck Auto****Bamberg****Bamberg Auto****Schweinfurt (2 authorized)****Conn Auto****Kitzingen****Larson Auto****Giebelstadt****Giebelstadt Auto****100th ASG****Grafenwoehr****Grafenwoehr Car Care****Vilseck****Rose Auto****Hohenfels****Hohenfels Auto****104th ASG****Hanau****Hanau Auto****Giessen****Depot****Friedberg Auto****Bad Kreuznach****Rose Auto****Dexheim****Anderson Auto****Wiesbaden Auto****Mainz-McCully Auto****Baumholder (2 authorized)****Baumholder Auto****\* Exception to Standard**

# **BANKING**

**Standards apply to Germany and The Netherlands only**

## **Baseline**

### **Accessibility**

- **Locations with a total eligible population of less than 250 people, to include active duty, spouse/family members and DOD civilians - No banking Facility or ATM unless special conditions warrant\*. Check cashing and currency conversion services may be provided through finance support teams or Class A Agents when coordinated with their servicing finance unit.**
- **Population of 250-999 - Part-time Facility or ATM if special conditions warrant\*.**
- **Population of 1,000 or greater - Will have a full time bank and ATM(s). Number of ATM's will be based upon usage. An estimated 4,000 monthly transactions for initial machine. A sustained monthly average over 8,000 transactions for second machine. A sustained monthly average over 12,000 transactions for third machine.**  
\* Special Conditions- Distance to bank, transient populations, AFRC, AF/NAF activities, remote housing and when bank/ATM transactions justify.

### **Availability**

- **Full Time Facility - Open 5-7 hours per day at least 5 days per week and 3 hours on Saturday when justified by demand.**
- **Part Time Facility - Open 3 to 4 hours one or two or three times per week.**
- **Open hours of service as coordinated with local commander.**
- **ATM's are 24-hour daily on-line service 7 days a week.**

## **Contract Staffing**

- **The banking contractor establishes staffing adequate to meet the availability standard for hours of service and the quality of service standard for each facility. (No APF manpower impacts)**

# **BANKING**

## **Baseline**

### **Service Quality - Program**

**The Overseas Military Banking Program establishes contractor operated banking facilities that provide financial services for authorized DOD personnel, appropriated, non-appropriated and private organizations, and military disbursing officers. The services and quality are designed to provide stateside equivalent banking. Services offered include checking and savings accounts, certificates of deposit, savings bonds, foreign currency exchange, travelers checks in several currencies, money orders or cashier checks, bill paying service and several types of loans. The bank operates on-line Automated Teller Machines that are connected to AFFN, CIRRUS, PLUS, Discover and other stateside ATM networks.**

- Waiting time for teller service not to exceed 10 minutes during normal periods and not to exceed 20 minutes during payday and peak periods.**

# BANKS/ATMS

## Authorized by Standards

(These standards apply to Germany and The Netherlands only)

|                 |    |   | <u>Bank</u>     |     | <u>ATM</u> |  |  |  |  | <u>Bank</u>      |   | <u>ATM</u> |  |  |  |  | <u>Bank</u>      |    | <u>ATM</u> |  |
|-----------------|----|---|-----------------|-----|------------|--|--|--|--|------------------|---|------------|--|--|--|--|------------------|----|------------|--|
|                 |    |   | <u>Bank</u>     |     | <u>ATM</u> |  |  |  |  | <u>Bank</u>      |   | <u>ATM</u> |  |  |  |  | <u>Bank</u>      |    | <u>ATM</u> |  |
| <u>6th ASG</u>  |    |   | <u>26th ASG</u> |     |            |  |  |  |  | <u>80th ASG</u>  |   |            |  |  |  |  | <u>104th ASG</u> |    |            |  |
| Bad Aibling     | 1  | 1 | Mannheim SC     | 1   | 4          |  |  |  |  | Schinnen NL      | 1 | 2          |  |  |  |  | Buedingen        | 1  | 1          |  |
| Chiemsee        | 0  | 1 | Coleman         | 1   | 2          |  |  |  |  |                  |   |            |  |  |  |  | Friedberg        | 1  | 2          |  |
| Garmisch        | 1  | 1 | Turley          | 0   | 1          |  |  |  |  | <u>98th ASG</u>  |   |            |  |  |  |  | Bad Nauheim      | 0  | 1          |  |
| Vaihingen       | 1  | 2 | Spinelli        | 0   | 1          |  |  |  |  | Ansbach          | 1 | 2          |  |  |  |  | Gelnhausen Hsg   | 0  | 1          |  |
| Stuttgart RB    | 1* | 1 | Germersheim     | 1*+ | 0          |  |  |  |  | Shipton          | 0 | 1          |  |  |  |  | Giessen          | 1  | 3          |  |
| Boeblingen      | 1  | 1 | Heidelberg      | 1+  | 2          |  |  |  |  | Bamberg          | 1 | 3          |  |  |  |  | Hanau            | 1  | 3          |  |
| Moehringen      | 1  | 1 | Shopping Center |     |            |  |  |  |  | Giebelstadt      | 1 | 1          |  |  |  |  | Pioneer          | 0  | 2          |  |
|                 |    |   | Campbell        | 1   | 1          |  |  |  |  | Illesheim        | 1 | 2          |  |  |  |  | Fliegerhorst     | 1  | 2          |  |
|                 |    |   | Hospital        | 1*  | 0          |  |  |  |  | Kitzingen        | 1 | 3          |  |  |  |  | Huthier          | 0  | 1          |  |
| <u>26th ASG</u> |    |   | PHV Hsg         | 0   | 2          |  |  |  |  | Larson           | 1 | 2          |  |  |  |  | Butzbach         | 0  | 1          |  |
| Pirmasens       | 0  | 1 | Tompkins Bks    | 0   | 0          |  |  |  |  | Wuerzburg        | 1 | 4          |  |  |  |  | Rhein Main AB    | 1# | 2#         |  |
| Landstuhl       | 1  | 2 | 1               |     |            |  |  |  |  | Schweinfurt      | 1 | 3          |  |  |  |  | Bad Kreuznach    | 1  | 2          |  |
| Miesau          | 1  | 1 | Darmstadt       | 1   | 2          |  |  |  |  | Ledward          | 1 | 2          |  |  |  |  | Wackernheim      | 1  | 1          |  |
| Kaiserslautern  |    |   | AAFES Gas       | 0   | 1          |  |  |  |  | <u>100th ASG</u> |   |            |  |  |  |  | Baumholder       | 1  | 3          |  |
| Kleber          | 1  | 2 | Station         |     |            |  |  |  |  | Grafenwoehr      | 1 | 3          |  |  |  |  | Neubruecke       | 0  | 1          |  |
| Rhine Ord BK    | 0  | 1 | Kelley Bks      | 1   | 1          |  |  |  |  | Hohenfels        | 1 | 3          |  |  |  |  | Idar Oberstein   | 0  | 1          |  |
|                 |    |   | Aschaffnbg Hsg  | 0   | 0          |  |  |  |  | Vilseck          | 1 | 3          |  |  |  |  | Dexheim          | 1  | 1          |  |
|                 |    |   | 1               |     |            |  |  |  |  |                  |   |            |  |  |  |  | Mainz Kastel     | 1* | 1          |  |
|                 |    |   | Babenhausen     | 1   | 2          |  |  |  |  |                  |   |            |  |  |  |  | Wiesbaden        | 1  | 2          |  |
|                 |    |   |                 |     |            |  |  |  |  |                  |   |            |  |  |  |  | Erbenheim        | 1  | 1          |  |
|                 |    |   |                 |     |            |  |  |  |  |                  |   |            |  |  |  |  | Amelia Earhart   | 0  | 1          |  |
|                 |    |   |                 |     |            |  |  |  |  |                  |   |            |  |  |  |  | Am. Arms         | 0  | 1          |  |

\* Part Time

# Air Force

+ Mobile bank at Heidelberg and Germersheim

# **BARRACKS**

## **Baseline**

### **Accessibilit y**

- Barracks within 15 minutes of workplace.

### **Availability**

- Barracks assigned by unit upon in-processing.

### **APF Staffing (Housing Staff for Barracks Management)**

- 1 APF authorization per 1000 junior enlisted supported population.
- 1 APF authorization per 175 senior enlisted and bachelor officer supported population.

# **BARRACKS**

## **Baseline**

### **Service Quality - Facilities**

**Barracks upgraded to meet DoD 1+1  
Standard by 2008.**

**• Facilities:**

- **DoD 1+1 Standard - 118 square feet (SF) net living area per soldier with walk-in closet and service area. Meet DoD 1+1 Standard in all barracks.**

**• Occupancy:**

- **Two soldiers per module with shared bath or one NCO per module with private bath.**

**• Amenities:**

- **TV/dayroom, personal storage and laundry (1 washer/dryer per 10 soldiers) in each building.**
- **Commercial phone and AFN/Cable TV hook-ups in each room.**
- **One common kitchen per floor.**
- **One DSN phone per floor.**
- **One mudroom per building (tactical units).**



# **CENTRAL ISSUE FACILITY (CIF)**

## **Baseline**

### **Accessibility**

- **One Main CIF per ASG.**
- **BSB/ASTs at locations more than 30 minutes drive from supporting CIF will establish a CIF annex.**
- **Exceptions are the CIFs at Heidelberg and Bad Aibling and the lack of CIFs at Brussels and Garmisch.**

### **Availability**

- **Main CIF will be open to customers five days/week with operating hours based on the needs of the ASG and the local community.**
- **CIF annexes will be staffed to maintain customer operating hours from 1-4 days per week based on the needs of the community.**
- **OCIE initial issue will be made while the soldier is enrolled in the In-processing Training Center.**

### **APF Staffing**

- **Manpower staffing is based on the number of initial issues, additional issues, exchanges, turn-ins, number of units supported and stock numbers managed.**

# **CENTRAL ISSUE FACILITY (CIF)**

## **Baseline**

### **Service Quality - Program**

**Central Issue Facilities issue, exchange and collect Organizational Clothing and Individual Equipment (OCIE). CIFs ensure that all USAREUR and other supported soldiers have the authorized OCIE to perform their mission. Ownership of the equipment remains with the Army. Soldiers are issued OCIE on clothing records and are obligated to return the items after the specific mission or upon leaving the command. Initial issue of OCIE occurs during a soldier's in-processing. Turn-in of OCIE occurs within 10 days of departure from the command (unless authorized to turn in earlier by unit commander).**

- CIFs will provide initial issue to soldiers in groups, to minimize waiting time.**
- CIFs will stock adequate OCIE to support 95% of inprocessing soldiers. When required, items out of stock or not stocked (odd sizes, infrequently required items, etc.) will be ordered on a priority basis from the OCIE SSA and be made available at the CIF/annex within 5 calendar days.**
- CIFs will provide support during emergency situations within 8 hours of notification.**
- CIF will notify unit upon receipt of shortage items.**
- Soldiers can try on and directly exchange improper fitting items while at CIF.**

# **CENTRAL ISSUE FACILITIES**

## **Authorized by Standards**

**6th ASG****Stuttgart****Patch Bks -****Main****Bad Aibling -****Anx\*****22d ASG****Vicenza****Lerino -****Main****Livorno****Darby-Anx****26th ASG****Mannheim****Spinelli Bks -****Main Heidelberg\*****Patton Bks - Anx****Kaiserslautern****Kleber - Anx****Darmstadt****Nathan Hale - Anx****Babenhausen -****Anx****80th ASG****Chievres****Air Base -****Main****Schinnen - Anx****98th ASG****Ansbach****Barton Bks - Anx****Bamberg****Warner Bks - Anx****Illesheim****Storck - Anx****Kitzingen****Larson Bks - Main****Schweinfurt****Ledward Bks - Anx****100th ASG****Hohenfels****HTA - Anx****Vilseck****Rose Bks - Main****104th ASG****Hanau****Pioneer - Main****Giessen****Depot - Anx****Baumholder****Smith Bks - Main****Bad Bad****Kreuznach****Marshall - Anx****Dexheim - Anx****Wiesbaden****Air Base - Anx**

\* Exception to standard

**USAREUR**

# **CHILD & YOUTH SERVICES (CYS)**

Child & Youth Services is the umbrella organization which includes Child Development Services (CDS), School-Age Services (SAS), and Youth Services (YS). Each program functions as an equal entity to provide seamless delivery options to targeted age groups. The CYS organizational structure is the lead to the "Most Efficient Organization" by leveraging staff, funds, and facilities and centrally managing common functions across the CYS programs.

## **Accessibility**

- Hours of operation are posted in all CYS program facilities.
- Community, DODDS, and MWR facilities on & off post will be used to expand programs and increase space availability as needed.

## **Availability**

- CYS programs are established based on ICCAP/ISAAP. Operational hours are approved by the Commander and are based on results of needs survey.
- CYS operating hours support non-working and working parents and community Home Alone Policy (SAS/YS).
- Parents are provided information on registration, operating hours, fees, programs, subprograms and activities through advertisements, handbooks and media.
- All CYS programs are year-round operations.
- All school-age, middle-school and teens enrolled in CYS programs have first-priority to the computer and homework labs. The computer/homework labs are opened on a 2nd priority basis to CDS preschoolers, children in FCC homes, home schoolers and other youth organizations during non-SAS/YS hours during the duty day. Labs are always staffed by a trained adult and are always open to receive children during operating hours.
- CYS hours of operation include being open on USAREUR training holidays unless a written survey of patrons regularly attending the program indicates that there is

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# **CHILD & YOUTH SERVICES (CYS)**

## **Baseline**

### **APF Staffing**

- **1 Chief, Child and Youth Services Coordinator per BSB/operational ASG. Chief of Child & Youth will supervise CDS, SAS, YS, and TACS/TAPS as separate equal functions.**
- **1 Supplemental Program and Services Director per BSB.**
- **1 Central Registration Clerk per BSB; 1 additional when CYS program enrollment exceeds 400; 1 additional for ASTs 30 min or more from central registration.**
- **1 CYS Operations Clerk per BSB.**
- **1 Program Operations Specialist per Child and Youth organization per BSB, except where total CYS enrollment is less than 200.**
- **1 CYS Training and Programming Specialist (TAPS) per 25-35 program assistants, neighborhood activity home provider, and specified volunteers that includes coaches. Less than 25 equates to a proportionate increment of a full time equivalent position (shared, half-time, etc.) A 2nd TAPS is gained with the 60th person meeting the caseload standard.**
- **1 Training and Curriculum Specialist (TACS) per 35-45 program assistants, FCC providers, and specified volunteers. Less than 35 equates to a proportionate increment of a full time equivalent position (shared, half-time, etc.) A 2nd TACS is gained with the 80th person meeting the caseload standard.**
- **1 Nurse per BSB with enrollment over 250; nurses assigned to BSBs cover BSBs without nurses.**
- **1 Special Needs (SN) Director per ASG region, 1 per BSB with 35 special needs**

# **CHILD & YOUTH SERVICES (CYS) Baseline**

## **Service Quality - Program**

- CYS programs meet and maintain DoD and DA standards for full certification.
- A CYS mobilization and contingency plan for CYS programs are current.
- CYS programs provide developmentally and age appropriate activities for children and youth enrolled in programs.
- Required inspections (ICCET/ISASET/MCCET/MSASET) are conducted in a timely manner IAW regulatory guidance and as mandated by law.
- CYS programs will establish partnerships with other agencies (MWR, DoDDS, etc) and off-post youth organizations to expand program offerings.
- CYS programs will create and maintain a functional Developmental Plan (DPP)
- Operational support and central process are consolidated under CYS for YS, SAS, and CDS.
- CYS will provide programs based on space identified in the ICYAP and the configuration of local DODDS schools
- Addresses and implements supplemental programs and services for YS, SAS and CDS, Special Needs and Resource Team (SNRE) Registration (CSR), referral and waiting lists for all CYS programs.
- Parent services include education, handbooks, resource libraries, resource and referral, training opportunities, and parent advisory councils (PACs). PACs must include parent representation and meet at least quarterly.
- Ensures CYS programs do not duplicate services and eliminates competitive programs and services, especially during duty hours.

# **CHILD & YOUTH SERVICES (CYS)**

## **Baseline**

### **Service Quality - Program**

- Ensures CYS programs meet health requirements as prescribed by regulatory guidance.
- Implements a CYS system of awards and recognition
- Ensures that the Army Core Values are incorporated into youth development, staff development, program philosophy and mission, and program planning.
- MWR MIS will be used to capture CYS program data to ensure accurate annual reporting data.
- CYS programs operate IAW prescribed financial benchmarks.
- CYS programs charge fees IAW DoD and USAREUR fee policies, regardless of how a CYS program is delivered.
- CYS food service programs are operated and maintained IAW USDA, USAREUR, preventive medicine and fire protection standards.
- CYS food service programs use approved, standardized menus.

# **CYS - CHILD DEVELOPMENT SERVICES (CDS)**

## **Baseline**

### **Accessibility**

- **Family Child Care (FCC) to meet requirements of Installation Child Care Availability Plan (ICCAP).**
- **Hourly care accessible through CDC Supplemental Programs and Services (SPS) or FCC systems.**

### **APF Staffing**

- **1 Director per CDC.**
- **1 Assistant Director per facility.**
- **1 Operations Clerk per CDC ; 1 additional for capacity greater than 240.**
- **1 Program Director per 100 to 200 capacity center; 1 additional per 100.**
- **1 FCC Clerk per BSB where an FCC program exists.**
- **Program Assistant (PA) per CDC based on enrollment: 4 PA up to 80 enrolled; 6 PA from 81-100; 8 PA from 101-120; 10 PA from 121-150; 12 PA from 151-200; 14 PA from 201-239; 16 PA from 240+.**
- **1 CDS Coordinator per BSB and Operational ASG unless CYS configuration is mandated.**
- **1 FCC Director per BSB/Operational ASG.**

### **Availability**

- **CDCs offer full day, part day and hourly care. Centers providing full day care will operate no less than 55 hours per week, M - F. Programs are closed on American Federal holidays.**
- **Extended hours provided in Family Child Care (FCC) homes, Supplemental Programs and Services (SPS) sites or by special center opening.**
- **Services include full-day care, hourly care, extended/long-term care, and part day care for infants, toddlers and preschoolers.**



# **CYS -CHILD DEVELOPMENT SERVICES (CDS)**

## **Baseline**

### **Service Quality - Program**

- **All centers attain and maintain National Association for the Education of Young Children (NAEYC) accreditation status.**
- **All FCC programs attain and maintain FCC system accreditation.**
- **All FCC programs implement the USAREUR FCC Subsidy Program IAW USAREUR Reg 608-10 and USAREUR CYS Fee Policy.**

# CYS - CHILD DEVELOPMENT SERVICES

(Numbers indicate how many centers are authorized)

## 6th ASG

Stuttgart - 3

Patch

Barracks

Panzer

Kaserne

Kelly

Barracks

Garmisch - 1

## 22d ASG

Vicenza -

2

Livorno -

1

## 98th ASG

Ansbach - 4

Katterbach - 2

Illesheim - 2

Bamberg - 1

Schweinfurt - 1

Kitzingen - 3

Giebelstadt

Leighton

Marshall Heights

## 20th ASG

Heidelberg - 4

Mark Twain Village  
- 2

Patrick Henry  
Village - 2

Mannheim - 2

Ben Franklin  
Village - 2

Kaiserslautern - 4

Kleber

Miesau

Landstuhl - 2

Darmstadt - 3

Darmstadt

Babenhausen

Aschaffenburg

## 100th ASG

Vilseck - 2

Grafenwoehr

Hohenfels - 2

## 10th ASG

Hanau (South) - 5

Argonner

Buedingen

Fliegerhorst

Gelnhausen - 2

Bad Kreuznach - 2

BK Housing

Dexheim

Wiesbaden - 2

Wiesbaden AB

Hainerberg

Housing

Baumholder - 4

Wetzel

Smith

Dispensary

Strassburg

Giessen - 3

Giessen

Butzbach

Bad Nauheim

## 80th ASG

Schinnen

(AFCENT) - 1

Mons (SHAPE) - 1\*

\*Partnered services provided by NATO and 80th ASG.

# **CYS SCHOOL-AGE SERVICES (SAS)**

## **Baseline**

### **Accessibility**

- **No less than one program per BSB/operational ASG.**
- **SAS sites established as needed to meet BSB/AST space needs IAW Installation School-Age Availability Plan (ISSAP)**

### **APF Staffing**

- **1 SAS Director per BSB.**
- **1 SAS Assistant Director per BSB where program enrollment exceeds 200.**

### **Availability**

- **Programs operate before and after school, full days on school out days and school vacations excluding American Federal holidays.**
- **SAS provides reserved and occasional use services for school-age children 6 - 10 years old during duty hours.**
- **SAS operations during the summer will be called camp.**
- **SAS will operate M - F for no less than 18 hours per week.**

### **Service Quality - Program**

- **SAS programs are developed in the four service areas. (Recreation, Leisure and Arts; Sports and Fitness; Life Skills and Citizenship Leadership; Mentoring, Intervention and support services).**
- **All SAS programs attain and maintain National Accreditation status.**
- **Programs will operate a homework center and computer lab which are shared with VS and middle school youth and teens and are available to all SAS children in the community at no additional cost.**

# **CYS - SCHOOL AGE SERVICES**

## **(SAS) Authorized by Standards**

**6th ASG**

**Stuttgart - 4**  
Kelley Barracks  
Panzer Kaserne  
Patch Barracks  
Robinson  
Barracks  
Garmisch - 1

**26th ASG**

**Heidelberg - 4**  
PHV Pearson Bldg

**MTV Scout Hut**  
**Schwetzingen**  
**(Tompkins)**  
**Nachrichten**  
**(Hospital)**  
**Mannheim - 1**  
**Kaiserslautern - 1**  
**Darmstadt - 4**  
**Lincoln Village**  
**Babenhausen**  
**Aschaffenburg**  
**Lengfeld**

**22d ASG**

**Vicenza - 1**  
**Livorno - 1**

**80th ASG**

**Mons (SHAPE) - 1**  
**Schinnen (AFCENT) - 1**

**98th ASG**

**Kitzingen - 3**  
**Giebelstadt**  
**Kitzingen**  
**Leighton**  
**Barracks**  
**Schweinfurt - 1**  
**Bamberg - 1**  
**Ansbach - 2**  
**Illesheim**  
**Katterbach**

**100th ASG**

**Vilseck - 1**  
**Grafenwoehr - 1**  
**Hohenfels - 1**

**104th ASG**

**Baumholder - 4**  
**Smith**  
**Strassburg**  
**Neubruecke**  
**Wetzel**  
**Wiesbaden - 1**  
**Bad Kreuznach - 2**  
**Bad Kreuznach**  
**Dexheim**  
**Giessen - 3**  
**Friedberg**  
**Butzbach Elementary**  
**School**  
**Giessen North**  
**Hanau - 2**  
**Gelnhausen (Coleman**  
**Village)**  
**Sportfield**

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# **CYS - YOUTH SERVICES**

## **Baseline**

### **Accessibility**

- **One Main teen/middle school Youth Center per BSB/operational ASG.**
- **One Annex per AST/Kaserne that is 20 min. or more driving time away from main YS Center.**
- **Mobile/Satellite programs for isolated areas and housing areas without centers will be provided as required to provide access to youth programs.**

### **Availability**

- **Facilities will operate a minimum of 35 hours per week. Program will operate after school during duty hours (generally 1400-2000), weekends, summer and school vacations. YS is closed on American Federal holidays.**
- **Programs will be available for middle school youth ages 11-15 or based on the local DODDs middle school configuration and teens 16-18 or based on the local DODDs High School configuration.**
- **Hours/space for teens and middle school youth scheduled separately for each group where separate middle school and teen centers do not exist, including annex sites.**

### **APF Staffing**

#### **Main Center (APF Staff of 5)**

- **1 Leisure Recreation Specialist/Teen Director**
- **1 Leisure Recreation Specialist/Middle School**
- **1 Sports Specialist**
- **1 Youth Services Program Manager/  
Facility Manager**

#### **Each Annex (APF Staff of 3)**

- **1 Leisure Recreation  
Specialist/Center Director**
- **1 Leisure Recreation Specialist**
- **1 Leisure Recreation Aid**

# **CYS - YOUTH SERVICES**

## **Baseline**

### **Service Quality - Program**

- **Youth Services will offer programs in each of the four service areas: sports and fitness (individual and team) and outdoor adventure; mentoring, intervention and support services; life skills, citizenship and leadership; leisure and recreation.**
- **Programs meet requirements of the baseline programs for both teen and middle school: Youth sponsorship, workforce preparation, youth councils, community service learning (volunteerism and promise passport), homework centers, computer labs, open recreation, sports and fitness.**
- **Program will operate a homework center and computer lab which are shared with SAS and available to all middle school youth and teens in the community at no additional costs.**
- **YS will establish and monitor comprehensive teen and middle school advisory committees designed to provide input and feedback regarding programming, policy, and procedures.**
- **USAREUR YS programs are affiliate members of the Boys and Girls Clubs of America.**
- **Installation YS programs will support/host/coordinate USAREUR level sports championships and tournaments, and special programs: Euro Teen Discovery, International Youth Camp, etc.**
- **Installation organized youth sports will provide appropriate fitness activities, team and individual sports, instructional classes, intramural and "pick-up" sports, tournaments, special olympics, and specialized clinics and camps for school-age, middle school-age and teens after school, evenings, and weekends.**

# **YOUTH SERVICES CENTERS**

## **Authorized By Standards**

**6th ASG****Stuttgart****Patch - M /TC****Panzer - A****Kelley -A****Robinson - A/TC****Garmisch - A****22d ASG****Vicenza - M/TC****Verona - A****Livorno - A/TC****26th ASG****Heidelberg - M/TC****Mannheim - M/TC****Kaiserslautern****Landstuhl - M/TC****Darmstadt -M/TC****Babenhausen - A/TC****Langen -A (MOU w/USAFE)****Aschaffenburg -A****80thASG****Schinnen (AFCENT) - M/T****Mons (SHAPE) - M****Brussels -A****HQ NATO****98th ASG****Ansbach - M****Illesheim -A/TC****Bamberg - M/TC****Bad Kissingen - A****Schweinfurt -****M/TC****Kitzingen - M/TC****Wuerzburg****-A/TC****Giebelstadt - A****100th ASG****Vilseck - M/TC****Grafenwoehr - A/TC****Hohenfels - M/TC****104th ASG****Hanau - M/TC****Gelnhausen -A****Buedingen - A****Bad Kreuznach - M/TC****Dexheim - A/TC****Wiesbaden - M/TC****Baumholder -M/TC****Neubruecke -A****Idar Oberstein - A****Giessen - M****Friedberg - A****Butzbach - A/TC****A = Annex (3 APF Staff)****M = Main Center (5 APF Staff)****TC = Teen Center (No APF Staff)**

# **CUSTODIAL SERVICES**

## **Baseline**

### **Accessibility**

- **Contract managed by DPW organization.**
- **See Service and Frequency Matrix.**

### **Availability**

- **Provided in Service and Frequency Matrix.**

### **APF Staffing**

- **Performance accomplished through contracts.**

### **Service Quality - Program**

**Facilities will be cleaned as identified in matrix.**

**Services will be provided mainly through contract service.**

- **DPW has a contractor provided Quality Control Plan.**
- **DPW oversees quality assurance.**



# CUSTODIAL SERVICES

## Custodial Service and Frequency Matrix

| SERVICES  | FREQUENCY   |                    |                           |                  |             |          |
|---|-------------|--------------------|---------------------------|------------------|-------------|----------|
|   | CDS/SALK/Y5 | FITNESS<br>CENTERS | CONSOLIDATED<br>MULTI-USE | *HIGH PUBLIC USE | *COMMON USE | *OFFICES |
| Restrooms, Cleaning/Disinfecting                                      |             |                    |                           |                  |             |          |
| Floors, Fixtures  | D           | D                  | D (3D**)                  | D                | 2W          | 2W       |
| Walls, Partitions, Woodwork   | D           | D                  | W                         | W                | M           | M        |
| Showers and Locker Rooms  |             |                    |                           |                  |             |          |
| Cleaning/Disinfecting   | D           | D                  | D (3D**)                  | D                | 2W          | W        |
| Sweep/Dry Mop/Damp Mop/Vacuum   | D           | D                  | D (3D**)                  | D                | 2W          | W        |
| Entry Ways, Lobbies, Foyers, Weight<br>Rooms, Hallway to Locker Rooms |             |                    |                           |                  |             |          |
| Sweep/Dry Mop/Damp Mop/Vacuum   | D           | D                  | D (3D**)                  | 2W               | W           | W        |
| Damp Mop  | D           | D                  | 2W (D**)                  | 2W               | W           | W        |
| Strip and Wax/Shampoo Carpets   | SA          | SA                 | SA                        | SA               | SA          | SA       |
| Floors, Hallways, Offices, General Areas                              |             |                    |                           |                  |             |          |
| Sweep, Dry Mop, Vacuum  | D           | 2W                 | D (3xD**)                 | 2W               | W           | W        |
| Damp Mop  | D           | 2W                 | 2W (D**)                  | 2W               | W           | W        |
| Strip & wax, Shampoo Carpets  | SA          | SA                 | SA                        | SA               | SA          | SA       |
| All Buildings (Cleaning)  |             |                    |                           |                  |             |          |
| Doors   | D           | *                  | *                         | *                | *           | *        |
| Drinking Fountains  | D           | D                  | D                         | D                | 2W          | 2W       |
| Dusting High  | A           | A                  | A                         | A                | A           | A        |
| Dusting Low   | D           | NR                 | NR                        | NR               | NR          | NR       |
| Furniture   | D           | NR                 | NR                        | NR               | NR          | NR       |
| Interior Glass (Doors, Mirrors)                                       | D           | SA                 | SA                        | SA               | SA          | SA       |
| Int/Ext Glass (Windows, Doors)  | SA          | SA                 | SA                        | SA               | SA          | SA       |
| Light Fixtures, Damp wipe   | W           | NR                 | NR                        | NR               | NR          | NR       |
| Radiators, Clean  | D           | *                  | *                         | *                | *           | *        |
| Sand Urns, Clean  | D           | W                  | W                         | W                | W           | W        |
| Soap replenishment, replacement                                       | D           | D                  | D (2D**)                  | D                | 2W          | 2W       |
| Toilet paper/paper towel replenishment                                | D           | D                  | D (2D**)                  | D                | 2W          | 2W       |
| Venetian Blinds, Clean  | SA          | SA                 | SA                        | SA               | SA          | SA       |
| Walls, Partitions   | W           | NR                 | NR (A**)                  | NR               | NR          | NR       |
| Wastebaskets, Empty   | D           | 2W                 | 2W                        | 2W               | W           | W        |

D = Daily 2D = Twice Daily 3D = Thrice Daily W = Weekly 2W = Twice Weekly M = Monthly A = Annually SA = Semi-annually NR = Not Required

\* Separate Contract bid Item, Performed on an as needed basis only

\*\* Up to maximum in parenthesis, based on daily operations, hours, and customer frequency/usage

# **DENTAL**

## **Baseline**

### **Accessibility**

- **< 100 Active Duty Members Community - Mobile Dental Clinic.**
- **100-750 Active Duty Members Community - US dental clinic within 25 miles.**
- **>750 Active Duty Members Community - US dental clinic.**

### **APF Staffing**

- **1 Dentist per 850 Active Duty Members.**
- **1 Dentist per 1200 Military Family Members.**

### **Availability**

- **Clinics will operate a minimum of 40 hours per week.**
- **Emergency Care available within 1 hour of arrival with 24-hour access.**
- **Active Duty patients will receive a dental exam within 3 days of request.**
- **Family Members will receive a dental exam within 2 weeks of request.**
- **Preventive dental care appointments within 21 days of request.**
- **General dentistry appointments within 21 days of request.**

# **DENTAL**

## **Baseline**

### **Service Quality - Program**

**Service and supplies available will be comparable to Dental Treatment Facilities in CONUS and comply with the American Dental Association (ADA), OSHA, and Center for Disease Control (CDC) standards for Infection Control and HAZCOM.**

- **Supplies standardized and ordered through Prime Vendor and delivered to the clinics within 10 working days.**
- **Compliance with ADA and CDC Infection Control standards.**
- **Compliance with OSHA and HAZCOM standards.**

# Dental Facilities

## Authorized by Standards

### HEIDELBERG DENTAC

- BABENHAUSEN
- BUEDINGEN
- GIESSEN
- DARMSTADT
- FRIEDBERG
- HEIDELBERG PHV
- MANNHEIM BFV
- HEIDELBERG HOSP
- STUTTGART-PATCH
- COLEMAN BRKS
- HANAU
- SHAPE
- NATO
- VICENZA
- LIVORNO
- MOBILE CLINICS (2)

### LANDSTUHL DENTAC

- BAUMHOLDER
- KLEBER
- LANDSTUHL  
HOSP
- VOGELWEH
- WIESBADEN
- BAD KREUZNACH
- DEXHEIM
- WACKERNHEIM

### WUERZBURG DENTAC

- BAMBERG
- GARMISCH
- GIEBELSTADT
- GRAFENWOEHR
- HOHENFELS
- ILLESHEIM
- KATTERBACH
- KITZINGEN
- SCHWEINFURT
- VILSECK
- WUERZBURG HOSP
- LEIGHTON

# DPW SERVICE ORDERS

## Baseline

### Accessibility

- Customer Service Desk at each operational ASG/BSB/AST.

### Availability

- Customer Service Desks operate a minimum 35 hrs/week including lunch time.
- Off duty Emergency calls taken by Fire Control Center, MP desk or contractor.

### Staffing

- 1 Service order clerk per operational ASG/BSB/AST

### Service Quality - Program

DPW will provide timely response and quality service to customers' requests as per established standards. A customer feedback system must be established to evaluate the quality of work accomplished, whether by DPW in-house workforce or by contractor. Appointments made for work as necessary.

DPW response to valid service order requests:

- Emergency = Immediately.
- Urgent = 1 hour to 5 working days.
- DPW completion of routine service order requests:
  - 60% completed in 20 working days.
  - 75% completed in 35 working days.
  - 80% completed in 50 working days.
  - 100% completed in 120 working days.

# **DINING FACILITY**

## **Baseline**

### **Accessibility**

- **Soldiers are able to walk from their billets or place of work to the dining facility in less than 15 minutes.**

### **Availability**

- **The dining facility serves three full meals a day, or Subsistence in Kind soldier is reimbursed for missed meals.**
- **The dining facility is open at least 90 minutes per meal.**

## **APF Staffing**

- **One Food Service Advisor at each ASG.**
- **Dining Facility Attendant (DFA) staff determined by direct DFA labor hours required per day based on number of meals served.**
- **Guidance in determining the number of food service sergeants and military cooks required to operate a dining facility is contained in the Application Plan for Manpower Staffing Standard for Garrison Dining Facilities.**

# **DINING FACILITY**

## **Baseline**

### **Service Quality - Program**

**Dining facilities ensure that all DOD service members have access to nutritional, well balanced meals. Service members receiving Subsistence-in-Kind (meal card holders) can dine without charge. Service members receiving Basic Allowance for Subsistence (separate rations) can purchase meals. DOD civilian employees and dependents may be authorized to purchase meals when approved by the Area Support Group Commander. Responsibility for operating dining facilities belongs to the tenant tactical unit. Base Operation Support is provided by the Area Support Group and Base Support Battalion.**

- Media will publicize special events; highlight “best cook” awards, and awards to dining facilities.**
- Orientations at unit will advise members where facility is located and hours of operation.**
- Menus will be posted daily in facilities.**
- Soldiers should not wait more than 10 minutes in line after their scheduled serving time begins.**
- Sanitation inspections conducted by medical inspectors and Food Service Advisors/Supervisors quarterly.**

# DINING FACILITIES

## Authorized by Standards

**6th ASG**

Stuttgart  
Patch  
Panzer

**22d ASG**

Vicenza  
Ederle  
Livorno  
Darby

**26th ASG**

Heidelberg  
Patton \*\*  
Campbell  
Tompkins  
Mannheim  
Coleman 2  
Spinelli  
Sullivan  
Taylor  
Turley  
Kaiserslautern  
Kleber  
Miesau  
Rhine Ord  
Darmstadt  
Cambrai  
Kelley  
Babenhausen  
Babenhausen

**104th ASG**

Buedingen  
Armstrong  
Frankfurt  
Rhein Main Air  
Base  
Friedberg  
Ray - 2  
Hanau  
Fliegerhorst  
Huthier  
Pioneer  
Underwood  
Giessen  
Depot  
Bad Kreuznach  
Rose  
Dexheim  
Baumholder  
Smith - 2  
Strassburg  
Wiesbaden  
Wiesbaden  
McCully

**98th ASG**

Ansbach  
Barton  
Katterbach  
Shipton  
Bamberg  
Warner - 3\*\*\*  
Giebelstadt  
Giebelstadt  
Illesheim  
Storck  
Kitzingen  
Harvey  
Larson  
Schweinfurt  
Conn - 2  
Ledward  
Wuerzburg  
Leighton

**80th ASG**

Chievres  
Mons \*

**100th ASG**

Grafenwoehr  
GTA  
Hohenfels  
HTA - 2  
Vilseck  
Rose - 2

\* Contracted food service workers

\*\* No BASOPS staffing provided for LANDCENT  
dining facilities

\*\*\* One facility not authorized ADF staffing

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# ENTERTAINMENT

## Baseline

### Accessibility

- One program and entertainment facility for each minimum of four productions of plays, Base Support Battalion (BSB) or operational Area musicals, dinner theatre, readers theatre, children's theatre, musical revues, variety shows, or non facility based music or theatre programs annually.

### Availability

- Music services (instrument check-out, lessons, recording, practice rooms) available at least 15 hours per week. Facilitate and coordinate local entries into command level music contests.

### APF Staffing

- Coordinate responsibility for hosting DoD touring shows.
- Staffing based on authorized entertainment programs, not facilities.
- (Locations without facilities are authorized to have programs.)
- 1 APF entertainment program manager at each BSB or operational ASG.

# **ENTERTAINMENT**

## **Baseline**

### **Service Quality - Program**

**Successful program requires diversity, excellence of product, and effective combination of volunteer and professional resources.**

- **Customer driven schedule of contemporary performances, events, and services comparable to CONUS community entertainment availability.**
- **Professionally led English language programming, classes, and training competitively priced with state-side and local commercial resources.**

# ENTERTAINMENT FACILITIES/PROGRAMS\*

## Authorized by Standards

### 6th ASG

Stuttgart

Kelley Barracks

Stuttgart Theatre

Center &

Music

Center

### 22d ASG

Vicenza

Vicenza Soldiers Theatre

### 26th ASG

Mannheim

Coleman Barracks

Off Main Street

Theatre

Heidelberg

Patton Barracks

Roadside Theatre

Kaiserslautern

No present dedicated  
facilities

Darmstadt

Performing Arts Center

### 80th ASG

SHAPE

SHAPE Entertainment Center

Schinnen

No present dedicated facilities

### 98th ASG

Ansbach

Bleidorn Housing

Terrace Playhouse

Bamberg

Warner Barracks

Stable Theatre and Music Center

Schweinfurt

Leward Barracks

Ledward Entertainment Center

Kitzingen

Harvey Barracks

Performing Arts Center

### 100th ASG

Grafenwoehr

No present dedicated facilities

Hohenfels

No present dedicated facilities

### 104th ASG

Wiesbaden

Amelia Earhart

Playhouse

Baumholder

No present dedicated  
facilities

Giessen

Keller Theatre, Depot

Bad Kreuznach

Kuhberg Theatre

(Hospital)

Manau

Old Argonner Kaserne

Five Pfennig Dinner

Theatre

Wolfgang Kaserne

Wolfgang Music Center

# GYM/FITNESS CENTERS

## Baseline

### Accessibility

- Locations with 50 or more single soldier quarters will have a fitness center within 15 minutes walking time where public transportation is not available.
- Other locations will have a fitness center within 15 minutes driving time.

#### Distribution of facilities:

Total Population  
Facilities

Number of  
Facilities

over - 10,000  
2,001 - 10,000  
500 - 2,000  
under - 500

2 large  
1 large  
1 medium  
1 annex

### Availability

- Large fitness centers will operate 80 hrs/week.
- Medium fitness centers will operate 60 hrs/week.
- Annex fitness centers minimum hours will be determined by the local AST or BSB commander.

### APF Staffing

- Facilities and Programs
  - Large Fitness Center - 5 APF
  - Medium Fitness Center - 4 APF
  - Annex Fitness Center - 1 APF

NOTE: Facility designation is based on population and not the physical size of the structure, layout or scope of activities.

**GYM/FITNESS CENTERS  
ARMY CORE STANDARD  
and  
USAREUR QOL STANDARD  
Staffing**

| <u>Annex Facility</u>                      | <u>Large Facility</u> | <u>Medium Facility</u> |                 |
|--|-----------------------|------------------------|-----------------|
| OPERATING HOURS PER WEEK                   | <u>90 hours</u>       | <u>100 hours</u>       | <u>60 hours</u> |
| <u>40 hours</u>                            |                       |                        |                 |
| Facility Personnel<br>2 ( minimum)         | 10+                   | 11+                    | 6               |
| Outdoor Maintenance (per installation)     | 3                     | 3                      | 1               |
| -  |                       |                        |                 |
| Pools (if applicable)                      | 6                     | 6                      | 3               |
| -  |                       |                        |                 |
| PROGRAM MANAGEMENT CELL (per installation) |                       |                        |                 |
| APF Sports and Fitness Director<br>1       | 1                     | 1                      | 1               |
| APF Sports Programmer                      | 1                     | 1                      | 1               |
| -  |                       |                        |                 |

# **GYM/FITNESS CENTERS**

## **Service Quality - Program**

**Emphasis on core sports activities and self directed fitness programs.**

### **Baseline**

- **Self directed programs/activities related to unit and individual METL requirements.**
- **Conduct fitness center orientation as needed.**
- **Conduct basic instruction on proper equipment usage twice daily.**
- **Provide limited personal training guidance.**
- **Conduct specialized/general individual and group fitness activities, (i.e. hi/low step, stretch/flex, muscle conditioning, body shaping, martial arts, circuit training, weight training and personal fitness instruction.**
- **Conduct flexible programs to encourage mass participation at the lowest organizational level.**
- **Conduct unit and intramural level programs in softball, volleyball, basketball, soccer and flag-football.**
- **Conduct individual programs such as tennis, boxing, racquetball, cross country based on available resources and customer interest.**
- **Establish a comprehensive customer feedback vehicle to determine if customer needs are being met/satisfied.**
- **Interface with local health promotion staff.**

**NOTE: Outsourcing of certain activities is authorized.**

# GYMS/FITNESS CENTERS

## Authorized by Standards

### 6th ASG

Stuttgart

Patch - LRG

Panzer -

MED

Kelley - MED

Robinson -

ANX

Garmisch

Sheridan -

MED

### 22d ASG

Vicenza

Ederle - LRG

Verona -

ANX\*R

### 80th ASG

Schinnen MED

Emma Mine - LRG

Rotterdam - ANX \*R

SHAPE - MED

Brussels - ANX

\* Exception to  
Standard  
R Reimbursable  
location.

\*\*Exception, Annex  
Gym authorized 2 APF  
staff.

### 26th ASG

Hannover

Patton - LRG

Tompkins -

MED

Campbell - LRG

Mannheim

Sullivan - LRG

Coleman - LRG

Spinelli - ANX

Turley - ANX

Kaiserslautern

Kleber - LRG

Rhine Ord -

ANX

Landstuhl

Hospital - LRG

Miesau

Depot- MED

Darmstadt

Cambrai - LRG

Kelly - MED

Babenhausen -

LRG

Aschaffenburg -

ANX

### 100th ASG

Grafenwoehr

GTA - LRG

Vilseck

Rose - LRG

Rose - ANX\*\*

Hohenfels

HTA - LRG

HTA - ANX\*\*

### 98th ASG

Ansbach

Katterbach - LRG

Barton - ANX

Illesheim

Storck - LRG

Bamberg

Warner - LRG

Schweinfurt

Conn - LRG

Ledward - LRG

Kitzingen

Larson - LRG

Harvey - ANX

Wuerzburg

Leighton - LRG

Giebelstadt

Air Field - LRG

### 104th ASG

Hanau

Pioneer - LRG

Fliegerhorst -

LRG\*

Cardwell - MED

Buedingen

Armstrong -

LRG

Friedberg

Ray - LRG

Giessen

Pendleton -

LRG

Bad Kreuznach

Rose- LRG

Dexheim

Anderson - LRG

Wiesbaden

Air Base - LRG

Wackernheim

McCully - MED

Baumholder

Smith #1 - LRG

Smith #2 - LRG

Idar Oberstein

Strassburg -

MED

# LEGAL SERVICES

## Baseline

### **Accessibility: Legal Assistance; Claims**

- One Legal Assistance Office per BSB.
- One Claims Office per BSB.

### **Availability**

:

### **Claims**

- Walk-in service to file claims 1 day per week.
- Claims forms available for pick-up during all client service hours.
- Notice of Damage submitted on walk-in basis during all client service hours.
- Appointments to file claims w/in 7 working days.
- Consults w/attorney or adjudicator w/in 10 working days.

### **Availability: Legal Assistance**

- Legal Assistance appointments w/in 10 days of request.
- Same day emergency Legal Assistance.
- Same day service for Powers of Attorney and notaries.
- Emergency wills completed in 1 day.
- Routine wills prepared w/in 7 working days.

### **APF Staffing: Legal Assistance; Claims**

- Legal Assistance staffing based on # of clients, case complexity, and need for technical supervision.
- Claims staffing based on # of claims processed.



# **LEGAL SERVICES**

## **Baseline**

### **Service Quality: Legal Assistance Program**

- Assist all eligible clients in a timely and professional manner.
- Make Client Satisfaction Forms available to all clients. Forms sent directly to SJA and OIC.

### **Service Quality: Claims Program**

- Personal claims under \$1K processed w/in 7 working days and 21 days if over \$1K.
- Requests for reconsideration processed w/in 30 days.
- Property tort claims under \$2.5K processed to local disposition w/in 30 days.
- Property Tort Claims \$2.5K and over processed to local disposition w/in 45 days.
- Personal injury tort claims processed to local disposition w/in 180 days.

# **Legal Services Authorized by Standards**

**Legal Services are provided on an area jurisdiction concept through servicing Staff Judge Advocate Offices.**

**Full Service Legal Assistance and Claims Offices are located in the following communities, except as annotated:**

**Bad Kreuznach  
Bamberg  
Baumholder  
Darmstadt  
Friedberg\*  
Grafenwoehr\*  
Hanau  
Heidelberg  
Hohenfels\*  
Kaiserslautern  
Katterbach\***

**Kitzingen  
Livorno\*  
Mannheim  
Mons (SHAPE)  
Schweinfurt  
Schinnen/Treebeek  
Stuttgart  
Vicenza  
Vilseck  
Wiesbaden  
Wuerzburg\***

**\* The legal offices in these communities do not have full time claims attorneys or support personnel assigned.**

# LIBRARY

## Baseline

### Accessibility

- Maximum driving time - 20 minutes from housing or work site.
- Distribution of facilities:

### Availability

| <u>Population</u>            | <u>Facility Size/Type</u> | <u>Library Size/Type</u> | <u>Operational Hrs/Week</u> |
|------------------------------|---------------------------|--------------------------|-----------------------------|
| BSB/ASG 10,000 & over        | Large Main                | Large Main               | 60                          |
| BSB/ASG under 10,000         | Small Main                | Small Main               | 55                          |
| AST/Installations 500 & over |                           | Large Branch             | 50                          |
| Large Branch                 |                           | Small Branch             | 40                          |
| AST/Installations under 500  | Small                     |                          |                             |
| Branch                       |                           |                          |                             |

### APF

### Staffing

Staff size is based on the total population served. .

### Library Size/TypePopulation Served Staff

|              |               |   |
|--------------|---------------|---|
| Large Main   | 10,000 & over |   |
| 7 Small Main | under 10,000  | 6 |
| Large Branch | 500 & over    | 4 |
| Small Branch | under 500     | 2 |

At an installation BSB or operational ASG (BSB/ASG) where two or more libraries operate, one is designated as a main and all others are branch libraries.

# **LIBRARY**

## **Baseline**

### **Service Quality - Program**

**Service and materials available, such as books, magazines, and audiovisual recordings, will be comparable to library systems in CONUS serving similar size populations. A minimum library system collection should include 10,000 volumes or 3 books per capita, whichever is larger. Media other than books should be available in all libraries including periodical subscriptions, microforms, audio and video recordings, and serials.**

**Expenditures for books are based on the formula of population served multiplied by average item cost multiplied by the listed factor. Expenditures for periodical subscriptions are based upon size and type of library using the formula of subscription quantity multiplied by average subscription cost.**

- **Factor For annual materiel resources: 0.17**
- **Periodical Subscriptions By Library Size/Type**

| <u>Size/Type</u> | <u>Qty</u> |
|------------------|------------|
| Large Main       | 110        |
| Small Main       | 80         |
| Large Branch     | 40         |
| Small Branch     | 30         |

# LIBRARIES

## Authorized by Standards

### 6th ASG

Stuttgart  
Patch - SM Main  
Robinson - LG Br  
Garmisch  
Sheridan Bks -  
LG Br

### 98th ASG

Ansbach  
Bleidorn - SM Main  
Illesheim  
Storck - LG Br  
Bamberg  
Warner - SM Main  
Schweinfurt  
Ledward - LG Main  
Wuerzburg  
Leighton - SM Main  
Giebelstadt  
Army Air Field - LG  
Br Br Kitzingen  
Larson - LG Br

### 22d ASG

Vicenza  
Ederle - SM Main  
Verona - SM Br +R  
Livorno+  
Darby - SM Main+

### 100th ASG

Grafenwoehr  
GTA - SM  
Main  
Hohenfels  
HTA - SM  
Main  
Vilseck  
Rose - SM  
Main

### 20th ASG

Darmstadt  
Cambrai - SM  
Main  
Aschaffenburg  
Ready - SM Br  
Babenhausen  
Baben - LG Br  
Heidelberg  
PHV - LG Main  
Kaiserslautern  
Kleber - LG  
Main  
Landstuhl  
Hospital - LG Br  
Miesau  
Depot- LG Br  
Mannheim  
Sullivan - LG  
Main

### 80th ASG

Schinnen - SM Main  
Rotterdam - SM  
Br+R  
Brussels - SM Main  
\*\*  
Zutendaal - SM Br  
\*  
Monsie - SM  
Main  
Bad Kreuznach  
Rose - SM Main  
Dexheim  
Anderson - LG  
Br  
Baumholder  
Smith - LG Main  
Giessen  
Depot - SM Main  
Friedberg  
Ray - LG Br  
Hanau  
Pioneer - SM  
Main+  
Buedingen  
Armstrong - LG  
Br  
Wiesbaden  
Air Base - SM  
Main  
McCully - LG Br

\* International Staff

\*\* USAREUR funds 2 positions and International Units fund 3 positions

+ Exceptions to standards

R Reimbursable

# **MASS TRANSIT SYSTEMS**

## **Baseline**

### **Accessibility**

- **Scheduled Army transportation will be centrally located within 15-minute walking distance of passenger start/stop point.**
- **Necessary transfers will require no more than 15-minute wait. Host nation public transportation will be used where feasible and it requires no more than one transfer and no more than 30 minutes longer than direct Army bus.**

### **Availability**

- **Army will provide transportation for:**
  - **Official travel between offices and work sites.**
  - **Unaccompanied enlisted soldiers between troop billets and work sites.**
  - **Soldiers, employees, and family members assigned, employed, or residing in isolated areas to life support facilities.**

# **MASS TRANSIT SYSTEMS**

## **Baseline**

### **APF Staffing**

- 1 Driver per 1,617 operating hours of USAREUR-approved bus route within each ASB/BSB.**
  - Mass transit linking life support facilities**
  - Transportation route requirements consist of:**
    - 1 hospital driver per non-hospital BSB/Operational ASG**
    - 1 airport driver per non-airport BSB/operational ASG.**
    - 1 vehicle processing center driver per non- vehicle processing center BSB/Operational ASG.**
    - 1 courier per ASG/BSB/BSB HQ**
    - 1 driver per USFLO**
    - Protocol drivers at specific levels (6th and 80th ASGs)**
- AST staffed from BSB assets at discretion of ASG/BSB commanders.**

# **MASS TRANSIT SYSTEMS**

## **Baseline**

### **Service Quality - Program**

**Services should be maximized within resources to provide best overall total support to the community. Transit routes will be recertified on an annual basis by USAREUR ODCSLOG.**

- **Scheduled Army transportation service will:**
  - **Meet minimum requirements at minimum cost/best value to Army.**
  - **Service stops are on time or NLT 5 minutes after scheduled time.**
  - **Achieve utilization rate of an average of at least six or more passengers per round-trip on a daily basis.**
  - **Comply with Army "Official Use," for an officially authorized DoD function, activity, or operation.**
- **At the discretion of ASG/BSB Commander, unscheduled Army transportation needs will be satisfied through:**
  - **Tokens, fare, or card for official use public transportation.**
  - **Nontactical vehicles from motor pool.**

~~Local vicinity travel reimbursement.~~

**USAREUR**



# **MASS TRANSIT SYSTEMS**

## **Authorized by Standards**

**6th ASG**  
**Stuttgart**  
**Garmisch\***

**22d ASG**  
**Vicenza**  
**Livorno**

**26th ASG**  
**Heidelberg**  
**Mannheim**  
**Kaiserslautern**  
**Landstuhl**  
**Miesau**  
**Pirmasens**  
**Darmstadt**  
**Babenhausen**

**80th ASG**  
**Chievres**  
**SHAPE**  
**Brussels**  
**Schinnen**

**98th ASG**  
**Ansbach**  
**Bamberg**  
**Schweinfurt**  
**Wuerzburg**  
**Kitzingen**  
**Giebelstadt**  
**Illesheim**

**100th ASG**  
**Hohenfels**  
**Grafenwoehr**  
**Vilseck**

**104th ASG**  
**Aschaffenburg**  
**Hanau**  
**Giessen**  
**Friedberg**  
**Buedingen**  
**Bad Kreuznach**  
**Baumholder**  
**Wiesbaden**  
**Dexheim**  
**Mainz**

**\* MASS transit services provided by Armed Force Recreation Center (AFRC)**

# **MEDICAL CARE - HOSPITALIZATION**

## **Baseline**

### **Accessibility**

- One 180-bed Army medical center and two 60-bed Army hospitals for endstate population.
- Host nation hospitals open for all categories of care for soldiers and family members.
- Authorization for care required for TRICARE Prime enrollees to access routine host nation outpatient and inpatient care.
- Nonavailability statement required for TRICARE Standard patients (within 40 mile radius of US hospital) to access host nation inpatient care.
- Emergencies do not require authorization or nonavailability statement.

### **Service Quality - Program**

- All privileged providers meet stringent qualifications and review by the hospital's Credentials Committee.

### **Availability**

- Inpatient care available 24 hours a day, 7 days a week at either military or host nation medical facilities.

### **Staffing**

N/A

# MEDICAL CARE - AMBULATORY CARE

## Baseline

### Accessibility

- < 500 Active Duty - US clinic within more than 25 miles.
- 500-750 Active Duty - US clinic within 25 miles.
- >750 Active Duty - Local US community clinic.

All above clinics will have:

- Supplemental Care/CMA available for AD at host nation facilities.
- TRICARE Prime available for AD family members at host nation facilities.
- TRICARE Standard available for AD family members (who do not choose Prime) at host nation facilities.
- TRICARE Standard available for retirees <65 at host nation facilities.
- 1 primary care provider per 1200 - 1500 beneficiaries

### Staffing

### Availability

- Emergency Care (at military or host nation hospital emergency rooms) available 24 hours a day, 7 days a week.
- Clinic provides routine primary care appointments to TRICARE Prime enrollees within 7 days, and urgent care within 24 hours or makes referrals to host nation facilities if Prime patient cannot be seen within these standards.
- Clinic provides routine specialty care appointments to TRICARE Prime enrollees within 4 weeks, or makes referrals to host nation facilities if Prime patient cannot be seen within these standards.
- Clinic provides health maintenance/preventive care appointments to TRICARE Prime enrollees within 4 weeks or makes referrals to host nation facilities if Prime patient cannot be seen within these standards.
- Hospital provides **USAREUR** appointments on a space available basis to eligible

# **MEDICAL CARE HOST NATION MEDICAL**

## **Baseline**

### **Accessibility**

- **TRICARE Prime enrollees are referred to host nation facilities that are sanctioned as members of the TRICARE Europe Preferred Provider Network.**
- **TRICARE Standard patients may patronize any host nation provider/facility (and will also have access to the Preferred Provider Network).**
- **Bilingual patient liaisons are available to coordinate inpatient services within host nation facilities for US beneficiaries.**
- **Each ERMC clinic is responsible to coordinate an on-call liaison response to assist US beneficiaries with after-normal-duty-hours medical emergencies.**
- **Patient liaisons are available (schedule permitting) to coordinate outpatient services for US beneficiaries.**
- **Each community (in the following categories) receives the appropriate number of liaisons which are located at the nearest ERMC clinic:**
  - **<200 Active Duty = no liaison.**
  - **200-2000 Active Duty = 1 liaison.**
  - **>2000 Active Duty = 2 liaisons.**
  - **Military Hospital = 2 liaisons.**

# **MEDICAL CARE HOST NATION MEDICAL**

## **Baseline**

### **Availability**

- **24 hour availability, 7 days a week at host nation facilities for emergencies.**
- **Authorization required for TRICARE Prime enrollees to access routine host nation outpatient and/or inpatient care.**
- **Nonavailability statement required for TRICARE Standard patients (within 40 mile radius of US hospital) to access host nation inpatient care.**

### **Staffing**

**N/A.**

### **Service Quality - Program**

- **PROGRAM: If patient liaison was not present at the time of admission to host nation facility, the patient liaison will visit new patients on the day the patient is identified, the first duty day of the stay in the host nation facility, or upon request for assistance.**

# **MEDICAL FACILITIES**

## **Authorized By Standards**

### **Landstuhl MEDCEN**

**Vicenza (22d ASG)**  
**Camp Darby (22d ASG)**  
**Bad Kreuznach (104th ASG)**  
**Baumholder (104th ASG)**  
**Dexheim (104th ASG)**  
**Kaiserslautern (26th ASG)**  
**Brussels (80th ASG)**  
**SHAPE (80th ASG)**  
**Wiesbaden (104th ASG)**

### **Heidelberg MEDDAC**

**Babenhausen (26th ASG)**  
**Buedingen (104th ASG)**  
**Butzbach (104th ASG)**  
**Darmstadt (26th ASG)**  
**Friedberg (104th ASG)**  
**Hanau (104th ASG)**  
**Mannheim (26th ASG)**  
**Sandhofen (26th ASG)**  
**Vaihingen (6th ASG)**

### **Wuerzburg MEDDAC**

**Bamberg (98th ASG)**  
**Bad Aibling (6th ASG)**  
**Giebelstadt (98th ASG)**  
**Grafenwoehr (100th ASG)**  
**Hohenfels (100th ASG)**  
**Illesheim (98th ASG)**  
**Katterbach (98th ASG)**  
**Kitzingen (98th ASG)**  
**Schweinfurt (98th ASG)**  
**Vilseck (100th ASG)**

# **MILITARY POLICE**

## **Baseline**

### **Accessibility**

- **Locations with an ASG or BSB headquarters, or with a supported total population of 5,000 or more will have a fully functional MP Station.**
- **Locations with an AST headquarters, or with a supported population between 2,000-4,999 and geographically separated from the main MP Station by more than 45KM will have an MP Sub-station which provides essential patrol services.**  
**Administrative support and services will be provided by the nearest main MP Station.**
- **Locations with a supported total population of less than 2,000 and outside normal patrol areas will receive MP services from the nearest MP Station as needed. MPs may coordinate with host nation police to facilitate quicker response**

### **Availability**

- **All MP Stations will operate 24 hours.**
- **MP Sub-stations will provide limited services and emergency response based on demonstrated requirements.**
- **Patrol coverage for assigned areas will be 24 hours.**

### **APF Staffing**

- **3 APF authorized for ASGs.**
- **7 APF authorized for MP Stations with a total Army population greater than 1,100.**
- **1 APF authorized for a Drug Suppression Team of 4-9 soldiers.**
- **2 APF authorized for a Drug Suppression Team of 10 - 14 soldiers.**
- **3 APF authorized for a Drug Suppression Team of 15 or more soldiers.**

**USAREUR**

# **MILITARY POLICE**

## **Baseline**

### **Service Quality - Program**

**All Military Police stations must be capable of providing basic police services inherent to any police activity, as well as those services unique to a military community. Essential for these services is the maintenance of an MP station desk, the traditional hub of all MP operations, and MP patrols. IAW UR 10-20, MP stations are charged to:**

- a. Enforce laws and regulations.**
- b. Report criminal activity and other police matters in a timely manner, and maintain records IAW applicable regulations.**
- c. Conduct MP investigations.**
- d. Suppress drug use and trafficking. Support the USAREUR Drug Abuse Resistance Education (DARE) Program.**
- e. Foster unit crime prevention programs.**
- f. Provide physical security inspections, surveys, and assessments IAW Army and USAREUR regulations.**
- g. Conduct civilian police and Feldjaeger liaison.**
- h. Secure and dispose of found personal property.**
- i. Provide traffic law enforcement, investigate traffic accidents, provide circulation control, conduct traffic surveys, and identify abandoned/unregistered privately owned vehicles.**
- j. Register privately owned vehicles and firearms.**
- k. Provide or coordinate Army Working Dog Teams for law enforcement, drug suppression, and explosive ordnance disposal services on a 24-hour basis and the remainder of the above listed services as appropriate.**
- MP Stations will be accessible by pedestrians, including handicapped personnel, and will have adequate parking within a reasonable walking distance.**



# **MILITARY POLICE STATIONS Authorized by Standards**

**6th ASG**  
Stuttgart  
Garmis ch\*

**22d ASG**  
Vicenza  
Livorno\*

**26th ASG**  
Heidelberg  
Mannheim  
Kaiserslautern  
Darmstadt

**80th ASG**  
Chievres\*\*  
Brussels \*  
Schinnen \*\*

**Babenhausen\***

**98th ASG**  
Ansbach  
Illesheim\*  
Bamberg  
Kitzingen  
Wuerzburg\*  
Giebelstadt\*  
Schweinfurt

**100th ASG**  
Vilseck  
Grafenwoehr\*+  
Hohenfels

**104th ASG**  
Bad Kreuznach  
Dexheim \*  
Baumholder  
Giessen  
Friedberg \*  
Hanau  
Wiesbaden

\* Annotates MP Sub-Station

\*\* Partnered with 80th ASG and NATO

+ Exception to standard

# **OUTDOOR RECREATION**

## **Baseline**

### **Accessibility**

- **One program and equipment check-out center for each Base Support Battalion (BSB).**
- **One annex program and center at Area Support Teams (ASTs), if outside 45 minutes driving time from BSB.**

### **APF Staffing**

- **1 APF GS-9 program manager at each BSB and operational ASG.**
- **1 APF GS-7 program manager at each AST, further than 45 minutes driving time from BSB.**

### **Availability**

- **Low/High risk adventure and other activities will be offered at a minimum of 2 per month.**
- **Check-out centers will operate a minimum of 35 hours per week.**
- **Facility hours and activities may increase based on customer demand and ability to break even.**

### **Service Quality - Program**

- **Customer driven offerings with packages designed for singles soldiers, families, and special groups.**
- **Qualified instruction, priced competitively with resorts and commercial programs.**

# **OUTDOOR RECREATION**

## **Authorized by Standards**

**6th ASG**

**Stuttgart  
Panzer  
Garmisch\*\***

**22d ASG**

**Livorno  
Camp Darby  
Vicenza  
Caserma Ederle**

**26th ASG**

**Darmstadt  
Cambrai Fritsch  
Mannheim  
Ben Franklin Village  
Heidelberg  
Patrick Henry Village  
Kaiserslautern  
Pulaski Barracks**

**80th ASG**

**Mons (SHAPE)  
Schinnen  
Brussels**

**98th ASG**

**Ansbach  
Barton  
Bamberg  
Warner  
Schweinfurt  
Ledward  
Kitzingen  
Larson**

**100th ASG**

**Hohenfels  
Grafenwoehr+  
Vilseck  
South Camp**

**104th ASG**

**Hanau  
Wolfgang  
Giessen  
Wiesbaden  
Air Base  
Baumholder  
Wetzel  
Bad Kreuznach  
Kuhberg  
Dexheim**

**+ Approved Exception to support large single soldier population**

**\*\* AFRC operated**

# **PERSONAL PROPERTY**

## **Baseline**

### **Accessibility**

- **One Consolidated Personal Property Shipping Office (CPPSO) each for Germany; one CPPSO and one Personal Property Shipping Office (PPSO) for the BENELUX; and three PPSOs for Italy.**
- **One Personal Property Processing Office (PPPO) per operational ASG or BSB.**
- **One PPPO per AST > 1K population**

### **Availability**

- **15 minutes waiting based on sample survey of all PPPOs/customer feedback.**
- **Open 35 hrs per week. Open for emergencies/walk-ins 40 hours.**
- **No eligible customer refused service.**

### **APF Staffing**

- **At BSB, four counselors for first 2,000 customers.**
- **At BSB, one additional counselor for each additional 1,000 customers.**
- **At AST, one counselor for each 1,000 customers.**
- **At AST, one visiting counselor if >500 and <1,000 customers, where AST is more than 1 hr drive to BSB counselor office.**

# **PERSONAL PROPERTY**

## **Baseline**

### **Service Quality - Program**

**An aggressive program will be established and monitored by transportation management personnel at the BSB and ASG.**

- **Counseling by PPPO:**
  - **Counseling appointments available within 7 days of desired date.**
  - **Group counseling provided at least once weekly.**
- **Shipping by CPPSO:**
  - **Shipment pickup within 7 days of desired date.**
- **Quality Control Inspections by CPPSO:**
  - **Routine inspections of 50% of shipments.**
  - **Inspector respond to mobile telephone calls within 30 minutes.**
  - **Inspectors ensure customer satisfaction.**
- **Shipment Status:**
  - **Shipping tracked to ensure required delivery dates are on target.**

# Personal Property Processing Offices Authorized by Standard

**6th ASG****Stuttgart****Garmisch****Bad Aibling\*\*****22d ASG****Vicenza****Rome \*\*\*****26th ASG****Heidelberg****Mannheim****Kaiserslautern****Darmstadt****80th ASG****SHAPE****Schinnen****Brussels\*****98th ASG****Kitzingen****Ansbach****Bamberg****Illesheim****Schweinfurt****100th ASG****Vilseck****Hohenfels****104th ASG****Hanau****Bad Kreuznach****Baumholder****Wiesbaden****Giessen**

\* Exception to standard.

\*\* Staffed by INSCOM)

\*\*\* Staffed by Air Force and Navy personnel (MOA with 22d ASG)

# POSTAL

## Baseline

### Accessibility

- One (1) full service postal facility per AST and above locations.
- 15 minutes driving time from sponsor's duty station or Army Family Housing Area to postal facility.
- Barracks/Army Family Housing/Duty Locations have stamp-vending machines and letter-drop boxes.

### APF Staffing

- One (1) staffed window per 2,000 supported population.
- 1 Station supervisor/lunch relief for every 2 windows supported

### Availability

- Customer Windows: 1:2,000 population ratio.
- Hours of operation tailored to individual locations needs:

#### Total Population

#### Type of Facility

200 - 2000

2 - day - 12 hours per week

2001 - 3500

3 - day - 18 hours per week

Over 3500

5 - day - 30 hours per week

- All customer service windows will be manned at all times during hours of operation, or as needed to meet the 10 minute average in-line waiting time standard.
- All Customer Service Facilities will be operational during standard lunch hour.

# **POSTAL**

## **Baseline**

### **Service Quality - Program**

**The Military Postal Service (MPS) is an extension of the United States Postal Service (USPS) beyond the boundaries of United States sovereignty and must provide prompt, reliable, efficient, and full postal services, as nearly as practicable, for all DoD personnel overseas where there is no USPS available.**

- **Five (5) day Inbound/Outbound Theater Mail.**
- **10 Minute average in-line waiting time.**
- **Year-round mail by appointment at all facilities.**
- **Customer Comment Cards available.**
- **Packaging and addressing samples available.**
- **Stamp Sales by AAFES Outlets.**
- **Postal lobby supplies (wrapping paper, tape, etc.) available - provided by BSBs.**
- **All military postal facilities will be provided and maintained by the supporting ASG.**
- **Facility located to provide maximum access (convenience) to the customer.**
- **“Mini Service” window in facilities with three or more customer windows.**



# POSTAL FACILITIES

## 6th ASG

### STUTTGART

- (1) Echterdingen - RPO
- Patch - APO - FTCS
- Robinson - APO - PTCS
- Kelly - APO - PTCS
- (2) Panzer - APO - FTCS

### GARMISCH

Recreation Center - RPO - FTCS

### BAD AIBLING

- (11) Bad Aibling Field Station - APO - FTCS

## 22d ASG

### VICENZA

- (3) Ederle - RPO - FTCS

### LIVORNO

Camp Darby - RPO - FTCS

### VERONA

- (12) Kaserne - APO - PTCS

## 80th ASG

### SCHINNEN, NL

Schinnen - RPO - FTCS

### EYGELSHOVEN, NL

- (6) CEGE Site - APO - FTCS

### RHEINDAHLEN

ARRC - APO - PTCS

### MONS, BE

SHAPE - RPO - FTCS

### KLEIN BROGEL

- (10) Kaserne - APO - PTCS

### BREMERHAVEN

- (5) Kaserne - APO - PTCS

## 26th ASG

### HEIDELBERG

- (4) Campbell - APO - FTCS
- (7) Campbell - CMR
- (4) Shopping Center - APO - FTCS
- (4) PHV - APO - FTCS

### SCHWETZINGEN

Tompkins - APO - PTCS

### GERMERSHEIM

- (2) Depot - APO - PTCS

### MANNHEIM

- (8) Spinelli - RPO
- Coleman - APO - FTCS
- BFV - APO - FTCS

### KAISERSLAUTERN

- (3) ESCK - RPO
- Daenner - APO - FTCS

### LANDSTUHL

Hospital - APO - FTCS

- (9) PIRMASENS - APO - PTCS

### MIESAU

Depot - APO - PTCS

### DARMSTADT

Cambrai Fritsch - RPO - FTCS

### BABENHAUSEN

Kaserne - APO - FTCS

## 98th ASG

### KATTERBACH - RPO - FTCS

Illesheim  
Stork - APO - PTCS

### BAMBERG

Warner - RPO - FTCS

### SCHWEINFURT

Ledward - APO - FTCS  
Conn - RPO - FTCS

### WUERZBURG

- (3) Faulenberg - RPO
- Leighton - APO - FTCS

### GIEBELSTADT

Airfield - APO - PTCS

### KITZINGEN

Harvey - APO - FTCS

## 100th ASG

### GRAFENWOEHR

GTA - APO - FTCS

### VILSECK

Rose - RPO - FTCS

### HOHENFELS

CMTC - RPO - FTCS

## 104th ASG

### HANAU

Wolfgang - RPO - FTCS

### BUEDINGEN

Armstrong - APO - PTCS

### FRANKFURT

AFN - APO - PTCS

### FRIEDBERG

Ray - RPO - FTCS

### GIESSEN

Shopping Center - APO - FTCS

### BAD KREUZNACH

Marshall - RPO - FTCS

- (2) Rose - APO - FTCS

### DEXHEIM

Anderson - APO - PTCS

### WIESBADEN

Air Base - RPO - FTCS

### MAINZ

McCully - APO - PTCS

### BAUMHOLDER

Smith - RPO - FTCS

- (2) Neubruecke - APO - PTCS

### IDAR-OBERSTEIN

Kaserne - APO - PTCS

## FOOTNOTES:

- (1) Not authorized by standards; should be located at Patch Barracks in order to function as an RPO - FTCS
- (2) Not authorized by standards; should be closed
- (3) Does not currently function as an RPO; should be co-located with Finance Windows or with Mail Processing Facility or function as an RPO - FTCS
- (4) Not authorized by standards; should be consolidated into one facility
- (5) Resourced by 950th Trans
- (6) Resourced by CEGE
- (7) Not authorized by standards; mission should be transferred to 26th ASG
- (8) Mannheim and Heidelberg Consolidated Mail Processing Facilities
- (9) Resourced by USAMMCE
- (10) Resourced by 52d MUNSS
- (11) Resourced by INSCOM
- (12) Resourced by HQ, LANDSOUTH

## LEGEND:

RPO - REGIONAL POST OFFICE

APO - ARMY POST OFFICE

FTCS - FULL TIME CUSTOMER SERVICE  
(5 DAY A WEEK SERVICE)

PTCS - PART TIME CUSTOMER SERVICE  
(2-3 DAY A WEEK SERVICE)

CMR - CONSOLIDATED MAIL ROOM

# **POV INSPECTION POINT**

## **Baseline**

### **Accessibility**

- **One POV inspection station per BSB.**
- **Locations more than 30 minutes drive from supporting POV inspection station will open a POV inspection point annex.**

### **Availability**

- **POV inspection stations will be open 38 hours per week.**
- **POV inspection station annexes will be open at least one day per week during normal duty hours. Supporting POV inspection station will be closed on the day the annex is open.**

## **APF Staffing**

- **BMC Automotive Repair Quality Control Inspectors perform POV inspections.**

# **POV INSPECTION POINT**

## **Baseline**

### **Service Quality -**

#### **Program**

**Privately Owned Vehicle (POV) Inspection stations ensure that all DOD service members and civilians have access to required annual vehicle mechanical and safety inspection. POV mechanical and safety inspections will be conducted at no expense to the POV owner IAW USAREUR Reg. 190-1, Appendix C. Courtesy inspection may be obtained before selling or buying a USAREUR or German registered POV.**

- POV inspectors will provide prompt and courteous service and minimize waiting time.**
- Average waiting and inspection time should not exceed 35 minutes.**
- Inspections will be based on the criteria in USAREUR Reg. 190-1, Appendix C. All POV inspection stations will maintain a reference copy readily available for customer review.**

# **POV INSPECTION POINTS Authorized by Standard**

**6th ASG**

**Stuttgart  
Garmisch\***

**22d ASG**

**Vicenza  
Livorno\***

**26th ASG**

**Heidelberg  
Mannheim  
Kaiserslautern\*\*  
Darmstadt  
Babenhausen\***

**80th ASG**

**POV Inspection  
performed by  
host nation**

**98th ASG**

**Bamberg  
Schweinfurt  
Kitzingen  
Wuerzburg\*\*\*  
Ansbach  
Illesheim\***

**100th ASG**

**Hohenfels  
Vilseck**

**104th ASG**

**Hanau  
Giessen  
Friedberg\*  
Bad Kreuznach  
Wiesbaden  
Baumholder**

**\* Annex**

**\*\* POV Inspections are performed by USAFE**

**\*\*\* Exception to standard**

# RECREATION SERVICES

## Baseline

### Accessibility

- One Multi-purpose Center per BSB where currently existing.
- Those BSBs and ASTs without centers will be provided Recreation Services via the non-facility based Recreation Delivery System (RDS).

### APF

- 1 Non-facility based programmer per BSB/operational ASG (where currently existing)..
- 1 Non-facility based programmer per AST exceeding 45 minutes driving time to BSB.

### Staffing

### Availability

- Operates minimum 40 hours per week.
- Where available Multi-purpose Center will be available to serve as deployment/mobilization center.

### Service Quality - Program

Recreation centers have the responsibility to develop programs that contribute to readiness and morale. Curriculum will include a well-balanced mixture of readiness, fitness and recreational programs to promote esprit de corps.

- Ethnic, patriotic and holiday programming will be provided at each BSB
- Conduct 1 special event monthly.
- Non-facility based programming will be offered with or without dedicated facility.

# **RECREATION SERVICES**

## **Authorized by Standards**

**6th ASG****Garmisch \*****Stuttgart \*****22d ASG****Vicenza \*****Livorno \*****26th ASG****Heidelberg \*****Mannheim****Coleman Barracks****Kaiserslautern****Darmstadt \*****80th ASG****Schinnen****Emma Mine****Mons (SHAPE) \*****98th ASG****Bamberg****Warner Barracks****Illesheim \*\*****Storck Barracks****Schweinfurt****Ledward Barracks****Kitzingen****Harvey Barracks****100th ASG****Vilseck****Rose Barracks****Hohenfels****HTA****104th ASG****Hanau****Giessen \*****Bad Kreuznach****Rose Barracks****Dexheim****Anderson Barracks****Wiesbaden \*****Baumholder \***

\* No facility - Community staffed with Non-Facility Based Programmer

\*\* Ansbach BSB Recreation Center located at Illesheim

# **RELIGIOUS SUPPORT**

## **Baseline**

### **Accessibility**

- **Chapel facility w/in 30 minute drive of population center. Population = military, family members, appropriate civilians.**
- **Hospital Chapels meet religious needs for inpatients unable to drive.**
- **Operational ASGs, BSBs, and ASTs with total populations over 10,000 are authorized 2 chapel centers and additional non-staffed facilities for religious support needs; total population of 2,000-10,000 are authorized 1 chapel center; 500-1,999 authorized 1 unit /post chapel; under 500 authorized 1 Religious Support Annex.**

### **Availability**

- **Chapel Center offices open normal duty hours and weekends to conduct primary faith group, distinctive faith group services, and religious support activities as needed.**
- **AST-Protestant/Catholic services when unit chaplains not deployed.**
- **24 hr “On Call” chaplain services and chapel facility available for pastoral care, counseling, and religious support.**
- **BSB Family Life chaplain/program available.**
- **Chapel Religious Education, lay volunteer development program at ASG/BSB/ASTs.**

# RELIGIOUS SUPPORT

## Baseline

### APF Staffing

ASG - (6th, 22d, 80th & 100th)

ASG - (26th, 98th & 104th) BSB- standard BSB- large

1- DRE (Dire Religious Ed)

2- DRE

1-Admin Specialist 1-Admin Specialist

1 - Admin Specialist

1-Admin Specialist

- MTOE assets provide this service, supplemented by the TDA authorizations listed above.
- ASG/BSB staffing determined by area pop/geographic dispersion/coverage/# BSBs/budget. Assess/provide to Jewish/Muslim, low density faith groups as needed.
- Current force structure documents include chaplains, assistants, civilian support staff to augment ministry.



# **RELIGIOUS SUPPORT**

## **Baseline**

### **Service Quality - Program**

- **Chapel Center offices open and staffed during normal duty hours. Emergency 24 hr "On Call" Chaplain services immediately available; other chaplain services provided w/in 48hrs, Family Life ministry available.**
- **Weekly Chapel services provided - minimum 2 Protestant/Catholic (P/C) per BSB; minimum 2 musicians (P/C) - professional and appropriate to type, style, size of worship service.**
- **Ongoing Religious Education Programs at BSB - minimum 2 RE programs (P/C), 2 RE Coordinators (P/C) per BSB, 2 advisory councils (P/C) per BSB, chapel youth programs (Ecumenical and or P/C), 2 women of the chapel programs (P/C), men of the chapel program, lay volunteer development program.**
- **ASTs - no chaplains authorized. Tenant unit chaplains provide chapel and area coverage when present. AST support, though limited, will be included in ASG/BSB area coverage plans. AST emergency services outside 30 min radius provided by BSB "On Call" chaplain.**
- **ASG/BSB/AST chaplains assess faith group demographics/needs, incl Jewish and Muslim, providing worship opportunities and programs as needed.**
- **Chaplains ensure optimum support of command quality of life plans and**

# Religious Support Facility

## Locations Authorized by Standards

6th ASG

Stuttgart

Panzer\*

Patch

Robinson

Garmisch

Sheridan Bks

98th ASG

Ansbach

Barton Bks

Katterbach Kas\*

Illesheim

Storck Bks

Bamberg

Warner Bks

Schweinfurt

Ledward Bks

Conn Bks

Wuerzburg

Leighton Bks

Hospital Chapel

Kitzingen

Larson Bks

Harvey Bks\*

Giebelstadt

22d ASG

Vicenza

Caserma Ederle

Livorno

Camp Darby

100th ASG

Vilseck

Rose Bks

Grafenwoehr

Hohenfels

Field Chapel\*

\* Non-staffed facilities

\*\* Staffed by NATO

20th ASG

Darmstadt

Jefferson Village FH

Kelley Bks\*

Babenhausen FH

Aschaffenburg FH

Heidelberg

Mark Twain Village

Patrick Henry Village

Patton Bks\*

Nachrichten Kas

(Hosp)

Tompkins Barracks \*

Kaiserslautern

Daenner Kas

Pulaski Bks

Landstuhl AMC (Hosp)

Miesau

Mannheim

Ben Franklin Village

Coleman Bks

Spinelli Bks\*

Germersheim \*

Taylor Bks\*

80th ASG

Schinnen

Brussels

Elizabeth

(International)

Chievres

Daumerie

SHAPE\*\*

(International)

104th ASG

Hanau

Pioneer Kas

Fliegerhorst

Kas

Friedberg

Ray Bks

Giessen FH

Buedingen

Wiesbaden

Hainerberg FH

Wiesbaden

AAF

McCully Bks

Baumholder

Smith Bks

Strassburg

Bad Kreuznach

Rose Bks

Hospital

Dexheim

Anderson Bks

USAREUR

# **SAFETY**

## **Baseline**

### **Accessibility**

- Safety office at each ASG and BSB.
- Safety office at each AST greater than 100 miles from BSB.
- Proactive Safety & Occ. Health Council at each ASG and BSB.

### **APF Staffing**

#### **ASG**

- Safety & Occupational Health Manager (1)

#### **BSB/Operational ASG**

- Safety & Occupational Health Manager (1)
- Safety & Occupational Health Specialist (1)
- Safety & Occupational Health Specialist (1), if 2 or more ASTs supported without AST safety staff

#### **AST >100 miles from BSB.**

- Safety & Occupational Health Specialist

### **Availability**

- Open during normal duty hours.
- Emergency Notification 24 hrs/day, 7 day/wk.
- Consolidated hazard inventory in automated format.
- Command apprised of all organizational & public facilities within 42 miles
- Fully operational offices located at each ASG & BSB
- Safety and Occupational Health Interface (SOHI) program implemented and efforts coordinated w/ Industrial Hygiene & Occupational Health
- Provide technical & advisory information regarding safety & occupational health policies and procedures
- Annual assessment of all work centers performed IAW OSHA & Host Nation requirements. Identified hazards

### **Service Quality**

- quantified using risk assessment and cost effectiveness

# **BASE OPERATIONS SAFETY STRUCTURE Authorized by Standards**

**6th ASG**

**Stuttgart (OpASG)  
Garmisch AST**

**22d ASG**

**Vicenza (OpASG)  
Livorno AST**

**26th ASG**

**Mannheim  
Heidelberg  
(ASG/BSB)  
Kaiserslautern  
Darmstadt**

**80th ASG**

**Chievres ( OpASG)  
Schinnen**

**98th ASG**

**Wuerzburg (ASG)  
Ansbach  
Bamberg  
Schweinfurt  
Kitzingen**

**100th ASG**

**Vilseck/Grafenwoehr  
(ASG/BSB)  
Hohenfels**

**104th ASG**

**Hanau (ASG/BSB)  
Wiesbaden  
Baumholder  
Bad Kreuznach  
Giessen**

# SELF HELP STORES

## Baseline

### Accessibility

- Self Help Stores are authorized for soldiers and civilians residing on-post, Government leased, and GRHP Army Family Housing.
- One (1) Store per Base Support Battalion.
- One (1) Store per Area Support Team (AST) or remote location if authorized population > 750 and more than 30 minutes from BSB.

### APF Staffing

- Two (2) Employees for each authorized store.

### Availability

- Open a minimum of 30 hours per week with core hours including lunch hours.

### Service Quality - Program

The program is designed and implemented to provide training, assistance, supplies, material and equipment to allow authorized customers to perform self help work.

- Maintain 95% of essential self help store items on hand.

- Provide orientation and training to authorized customers.

- Access to Self Help Stores upon assignment to quarters.

# **SELF HELP STORES**

## **Authorized by Standards**

**6th ASG**  
**Stuttgart**  
**Kelley**  
**Barracks**

**22d ASG**  
**Vicenza**  
**Caserma Ederle**  
**Livorno**  
**Camp Darby**

**26th ASG**  
**Darmstadt \***  
**Nathan Hale Depot**  
**Babenhausen**  
**Kaserne Heidelberg \***  
**Shopping Center**  
**Mannheim**  
**Taylor Barracks**  
**Kaiserslautern \***  
**Daenner Kaserne**

**80th ASG**  
**Schinnen**  
**Chievres Air Base**

**98th ASG**  
**Ansbach**  
**Katterbach Kaserne**  
**Illesheim**  
**Storck Kaserne**  
**Bamberg**  
**Warner Kaserne**  
**Schweinfurt**  
**Askren Manor Hsg**  
**Area**  
**Wuerzburg**  
**Leighton Barracks**

**100th ASG**  
**Grafenwoehr**  
**Billeting Office**  
**Vilseck**  
**Rose Kaserne**  
**Hohenfels**  
**CMTC**

**104th ASG**  
**Hanau \***  
**Pioneer Kaserne**  
**Buedingen \***  
**Armstrong**  
**Barracks**  
**Giessen \***  
**Depot**  
**Friedberg \***  
**Ray Barracks**  
**Bad Kreuznach**  
**BK Housing Area**  
**Dexheim**  
**Anderson Barracks**  
**Wiesbaden**  
**Hainerberg Hsg**  
**Area**  
**Baumholder**  
**Smiler Barracks**

**\* Supported by contract**

**USAREUR**

# **SELF SERVICE SUPPLY CENTER (SSSC)**

## **Baseline**

### **Accessibility**

- **At least one primary SSSC per ASG. Other SSSCs can be operated by ASG Commander if they support communities one hour distant from the SSSC and are presently operational. Exception is Kaiserslautern.**

### **Availability**

- **SSSCs supporting a work force population of 4,500 or greater should be open at least 24 hours per week (e.g. 6 hours/day, 4 days/week).**
- **SSSCs supporting a work force population less than 4,500 should be open at least 18 hours per week (e.g. 6 hours/day, 3 days/week).**
- **Open for emergencies based on the requirements of the supported mission.**

## **APF Staffing**

- **Two personnel required to open a SSSC and support initial work force population (military and civilian) of up to 2,500 (a minimum staff of two is required to operate a center).**
- **Staff increase of one for additional work force population increments of 2,500.**
- **Exception to baseline staffing: Mannheim, Kaiserslautern, Wuerzburg, Vilseck, Stuttgart, and Vicenza**

# **SELF SERVICE SUPPLY CENTER (SSSC)**

## **Baseline**

### **Service Quality - Program**

**Self Service Supply Centers (SSSC) will provide efficient, expendable supply support to meet the community's basic requirements for office supplies, cleaning supplies, limited hand tools, and dining facility supplies. Required items not stocked at the SSSC may be purchased using the IMPAC credit card.**

- SSSC will publish a semiannual catalog of items (not to exceed 400 core items, 100 Dining Facility/ Ecolab/Florie Chemie cleaning supplies, and 150 ASG unique items). Catalog will include items needed to meet the community's basic requirements for office supplies, cleaning supplies and dining facility supplies.**
- Catalog items will be on the shelf 85% of the time.**
- SSSCs will promote the use of IMPAC cards and provide customers with information about known sources of supply for items that are either out-of-stock or not stocked at the SSSC.**
- Average customer checkout time at register will not exceed 15 minutes.**
- All SSSCs will be supported by GSA direct delivery.**



# **SELF SERVICE SUPPLY CENTERS Authorized by Standards**

**6th ASG**  
**Stuttgart**  
**Patch Barracks**

**22d ASG**  
**Vicenza**  
**Caserma**  
**Ederle**  
**Livorno**  
**Camp Darby**

**26th ASG**  
**Mannheim**  
**Spinelli Barracks**  
**Kaiserslautern\***  
**Eselsfurth, KIC**

**80th ASG**  
**Chievres**  
**Chievres Air**  
**Base**  
**Schinnen**  
**Nurtherweg**

**98th ASG**  
**Wuerzburg**  
**Faulenberg**  
**Kaserne**

**100th ASG**  
**Hohenfels**  
**Combat Maneuver**  
**Training Center**  
**Vilseck**  
**Rose Barracks**

**104th ASG**  
**Hanau**  
**Grossauheim**  
**Bad Kreuznach**  
**Marshall**  
**Kaserne**  
**Baumholder**  
**Smith Barracks**

**\*Exception to standard**

# **VEHICLE REGISTRATION (Germany only)**

## **Baseline**

### **Accessibility**

- Each separate BSB/operational ASG community will have a Field Registration Station with a co-located POV Inspection Station.

### **Availability**

Field Registration Stations are open for operation a minimum of 35 hours per week.

## **APF Staffing**

- 1 authorization for each 2500 POV registered
- Not less than 2 authorizations per Field Registration Station
- 1 additional authorization for each Inland Movement Point (IMP).
- No Staffing for the 22nd and 80th ASGs.

# **VEHICLE REGISTRATION**

## **Baseline**

### **Service Quality - Program**

**Provide vehicle registration services (POV) and weapons registration (POF) to authorized personnel within their assigned ASG/BSB service population in accordance with the NATO SOFA as implemented by USAREUR REG 190-1/USAFE Instruction 31-202/USANAVEUR Instruction 11240.6J.**

**a. Register and control the operation of POVs ensuring compliance with host nation laws for clearance and or disposal of POVs upon reassignment or loss of logistical support.**

**b. Issue POL authorizations for authorized customers.**

**c. Register privately owned weapons (POF) for authorized customers. Ensure compliance with host nation and US law upon reassignment or termination of employment.**

**• Customers will not be required to wait more than 1 hour and they will be serviced within 15 minutes.**

**• Stations should have Local Area Network and a non-classified Internet Protocol Roster Network (NIPER Net) connection to access the Registry Host**

# VEHICLE/FIREARMS FIELD REGISTRATION STATIONS

**6th ASG****ASG****Stuttgart****Garmisch\*\*****Bad Aibling\*\*\*****22nd****Vicenza\*\*\*****26th ASG****Darmstadt****Heidelberg****Mannheim****Kaiserslautern****98th ASG****Wuerzburg\*\*****Ansbach****Bamberg****Kitzingen****Schweinfurt****100th ASG****Grafenwoehr\*****Vilseck****Hohenfels****104th ASG****Hanau****Bad Kreuznach****Baumholder****Giessen****Wiesbaden**

\* **Exception to Standard**

\*\* **No additional manpower authorized; workload is included to determine ASG staffing**

\*\*\* **USAREUR provides no staffing for this station**